

## EXHIBIT 2

# St. Elizabeth's Medical Center

A CARITAS FAMILY HOSPITAL



## Community Benefits Report

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## I. Overview

St. Elizabeth's Medical Center (SEMC), founded in 1868, is part of the six-hospital Caritas Christi Health Care system, New England's largest community hospital network. Caritas Christi is a comprehensive, integrated health care delivery network, providing community-based medicine and tertiary care in eastern Massachusetts, southern New Hampshire, and Rhode Island.

SEMC is a 291-bed academic medical center, affiliated with Tufts University School of Medicine, and located in the Allston-Brighton neighborhood of Boston. Allston-Brighton is one of 19 districts in the city of Boston, Massachusetts and is surrounded by downtown Boston, the cities of Cambridge and Newton, and the towns of Brookline and Watertown. Approximately 34 different languages are spoken in the surrounding neighborhoods.

St. Elizabeth's Medical Center's primary service area is comprised of 17 metro-Boston towns including Allston-Brighton, Newton, Waltham, Watertown and Weston.

As a nonprofit, full-service, tertiary care facility, SEMC provides a full range of diagnostic, emergency, surgical, and specialty services, as well as primary care and specialty outpatient services.

Located in the heart of an urban community, SEMC serves a culturally diverse population. As an integral member of these ethnically and racially diverse neighborhoods, St. Elizabeth's strives to provide culturally and linguistically competent services for all patients.

SEMC's centers of excellence, with national and international reputations, include the Bone & Joint Center, Cardiovascular Center, Cancer Care, Neurology and Neuroscience, and Women's Health. Among the many other medical services provided are Bariatric Medicine, Diabetes Care, Endocrinology, Gastroenterology, Maternity, Neonatology, Pain Management, Pediatrics, Psychiatry, Sleep Medicine, Substance Abuse, Surgery, and Urology. Many of the doctors in the Caritas health care system, including those at St. Elizabeth's, are conducting research on drugs and other therapies that are not yet available to the general public. Our clinical trials range from cancer, to cardiovascular, to pulmonary and neurology.

## Key Annual Statistics – Fiscal Year 2009

Licensed beds	291
Physicians (employed & affiliated)	527
Employees (full & part time)	1,934
Discharges (Inpatients)	13,289
<b>Emergency Department Visits</b>	<b>29,028</b>
Outpatient Visits	111,977

## II. Mission & Values

### Mission

Caritas Christi Health Care, rooted in the healing ministry of Jesus, is committed to serving the physical and spiritual needs of our community by delivering the highest quality care with compassion and respect.

### Vision

We envision an exceptional Catholic health care ministry, which will lead to the transformation of health care.

### Values

- Compassion
- Accountability
- Respect
- Excellence

As men and women working in healthcare, we have the privilege of effecting change everyday. It is our way of offering service that makes us different. Our identity as a Catholic health care system is reflected in who we are and how we act. It is reflected in who we serve and how we care for those we serve. It is reflected in how we treat one another, and it is reflected in how we contribute to the common good. Our identity and our integrity are a result of using our time, our talents, our compassion and making concrete efforts to work for the dignity of every person.



### St. Elizabeth's Medical Center's Guiding Principles Statement

- St. Elizabeth's Medical Center will strive to be patient-centered, providing ease of access, convenience, and caring to all who seek its services.
- St. Elizabeth's Medical Center will provide the highest quality of care by managing medical outcomes through excellence in clinical programs and centers of excellence. We will exceed expectations of patients and referring physicians.
- St. Elizabeth's Medical Center will provide leadership in collaboration with its colleagues in Caritas Christi to strengthen clinical and network integration as one health care system.
- St. Elizabeth's Medical Center research programs will affirm their role as an academic resource for Caritas Christi and the community.
- St. Elizabeth's Medical Center, as a major employer, strives to be the best place to work in health care.
- St. Elizabeth's Medical Center will enhance community health and well being through education and outreach programs.



### Community Benefits Statement of Purpose

- St. Elizabeth's Medical Center is committed to serving the entire community, including the uninsured, underinsured, poor, and disadvantaged.
- St. Elizabeth's Medical Center is dedicated to providing accessible, high-quality health care services to all within its culturally diverse community, particularly its host community of Allston-Brighton.
- St. Elizabeth's Medical Center is dedicated to maintaining the well being of its community by providing excellence in

health care through preventative health, education and wellness services.

- St. Elizabeth's Medical Center is dedicated to collaborating with our community to identify and respond to issues by fulfilling the physical, spiritual, emotional, and social needs of the people it serves.

### III. Internal Oversight and Management of Community Benefits Program

At St. Elizabeth's Medical Center, we operate both as an inpatient, medically focused teaching hospital and as a community-focused provider with a commitment to public health initiatives. As the business of health care evolves, a major imperative exists for us to align ourselves more closely with our community so that we may better improve the health status of the populations we serve.

Our Community Benefits objective reflects this business imperative and complements our long-standing ministry as a Catholic hospital.

SEMC's Community Benefits programming designates Allston-Brighton and surrounding neighborhoods as the primary areas of focus.

Planning for community benefits is centered around the needs and activities of these communities, incorporates several hospital departments, and involves joint efforts with the area's health and human service agencies and centers. The community benefits manager is responsible for assessment, development, implementation, review, and administration of our community benefits processes and programs, through collaboration with various community coalitions and health centers. This function reports to the hospital president and the vice president of community benefits for Caritas Christi Health Care.

SEMC is also an active member of the Conference of Boston Teaching Hospitals (COBTH), a coalition of 14 Boston-area teaching hospitals that collaborate to ensure quality care, with particular attention to working with the City of Boston to protect the public health. SEMC participates in COBTH's on going needs assessment discussion which tracks the efficacy of community benefits programs in improving the health of Boston's neighborhoods.

#### IV. Community Overview

St. Elizabeth's Medical Center is located in the Allston-Brighton community, Boston's second largest neighborhood, with a diverse population of almost 70,000 residents (14 percent Asian, nine percent Latino, and five percent African-American), according to a 2002 needs assessment. During the past two decades, the Latino and Asian populations have grown significantly. According to the 2002 data, nine percent of residents are aged 65 or older, 75 percent of whom are women. Allston-Brighton has a strong neighborhood flavor and community feeling that is attractive to long-term multigenerational residents, immigrants, students, and young professionals.

SEMC is the largest employer in the area with more than 14 percent (or 340 employees) from the Allston-Brighton community. Other health care facilities in the area include Brighton Marine Health Center, Joseph M. Smith Community Health Center, Franciscan Hospital for Children (a small pediatric rehabilitation hospital), community health centers, nursing homes and physician offices. The community also abuts three major universities and is home to WGBH Educational Foundation.

The multiplier effect of the major employers has resulted in the creation of many small and medium-sized businesses such as restaurants, bars, ethnic grocery stores, convenience stores, auto body shops, banks, hair salons, laundries, locksmiths, moving companies, and real estate offices.

The high cost of housing and living, in general, is a major social issue for Allston-Brighton; 80 percent of its housing is rental property. The lack of buildable land and the large number of college student residents exacerbate the housing crisis.

Additionally, many residents have no health insurance because small business owners cannot afford to pay high insurance premiums or because of residents' undocumented immigrant status. The cost of prescription drugs for the elderly and for families of children with chronic illnesses also is a significant issue.

#### V. Community Needs Assessment

In March 2002, the Allston-Brighton Healthy Boston Coalition in conjunction with St. Elizabeth's Medical Center, published the Allston-Brighton Community Health Needs Assessment Report. This study was conducted to help SEMC, the coalition, and the community better understand and respond to the health and quality of life issues in Allston-Brighton. The Allston-Brighton community is defined as people who live, work, attend school, or access services in the community. The objectives of this assessment were to engage the Allston-Brighton community in the planning and implementation process in order to develop an accurate and comprehensive report, ensure buy-in to the outcomes and energize participants and the community to work to address the findings. The study is now considered dated. SEMC believes that the profile of the area's poor, working poor, and underserved has changed; perhaps considerably in some cases.

As such, in 2009 SEMC conducted a Community Health Needs Assessment to help more clearly define the critical health needs and concerns of its surrounding communities. Going forward SEMC will use the information found in this report to drive its future community benefits programming. Additionally, SEMC will continue to rely on information the hospital receives in its community outreach efforts, to drive SEMC's community benefits programming.

#### VI. Community Benefits Plan

The St. Elizabeth's Medical Center Community Benefits Plan is a strategic, community-partnership based plan aimed at demonstrating measurable outcomes reflecting a change in designated target populations. Our plan is driven largely by the aforementioned community health needs assessment.

Additionally, as a Boston hospital, SEMC regularly reports health disparities data to the City of Boston's Public Health Commission and the Massachusetts Department of Public Health. SEMC looks to this information, as well as information the hospital receives in its community outreach efforts, to drive SEMC's community benefits programming.

*Our Community Benefits plan includes some of the following programs:*

### Access Programs

Data from the most recent Allston-Brighton Community Needs Assessment Report demonstrates that access to care has been cited as a factor preventing individuals from receiving the health services they need.

At St. Elizabeth's, we have focused considerable attention on removing these barriers in our commitment to deliver quality health care to all. In particular, SEMC's financial counselors and interpreters work closely with those with limited or no health insurance who are now eligible for coverage under the 2006 Massachusetts health care reform law.

### Emergency Department

In May 2009, St. Elizabeth's opened a 24,000 square foot, state-of-the-art Emergency Department to better meet the urgent care needs of the Allston-Brighton Community. The development of this facility led to the creation of a community benefits package through which SEMC committed to take several steps aimed at improving the neighborhood. SEMC donated upwards of \$125,000 to several community programs including: the Veronica Smith Senior Center, a scholarship fund for Allston-Brighton residents pursuing a career in health care, the Allston-Brighton Substance Abuse Task Force for a community needs assessment, educational programs, and community outreach to prevent and reduce substance abuse in Allston-Brighton and the Leaders of Tomorrow Program.

### Health Professions Education

As a teaching hospital, St. Elizabeth's is dedicated to preparing new generations of physicians and nurses for future their careers in health care. In 2009, St. Elizabeth's provided clinical training, internships, and residencies for several dozen medical students and clinical training and internships for several hundred nursing students.

### Free Care Policy

Our free care policy, which is posted throughout SEMC, stipulates that no individual will ever be refused care. Care is provided regardless of age, race, sex, religion, nationality, or ability to pay. SEMC provides care to the elderly and the indigent under the Medicare and Medicaid programs, granted at a discount, which is generally less than cost. The proportion of services provided to Medicaid patients approximates the proportion of Medicaid beneficiaries living in the medical center's service areas. In addition, SEMC pays

into the Health Safety Net established for hospitals within the state of Massachusetts.

The effects of the 2008 economic crisis that staggered every sector of the economy, including health care, were still felt throughout 2009. Unemployment, home foreclosures, and the price of fuel and food skyrocketed in 2008, forcing citizens across the Commonwealth to forego necessary medical treatment because they could no longer pay for services or afford insurance. Despite the landmark passage of Health Care Reform in 2007, the rate of uninsured in Massachusetts rose dramatically in 2008 as families were left with no choice but to place their health care needs on the back burner in order to pay their mortgages and feed their children. Throughout this economic crisis and 2009, SEMC continued to enroll and provide referral and health care services for the indigent, underinsured and uninsured in our community. SEMC recognizes the delivery of care to those in need as an integral part of our mission and we will continue to focus on meeting the health care needs of this population going forward.



### Caritas DoctorFinder

Caritas DoctorFinder is a physician referral service operated by Caritas Christi Health Care. The service provides patients with information to help them find a health care professional who can meet their specific needs. DoctorFinder refers physicians at St. Elizabeth's Medical Center, Norwood Hospital, Good Samaritan Medical Center, Carney Hospital, Holy Family Hospital, Saint Anne's Hospital, and Good

Samaritan Hospice. Patients may access the program by telephone at 800-488-5959 or on the web at [www.cartiasstelizabeths.org](http://www.cartiasstelizabeths.org).

#### Transportation and Parking

SEMC links patients unable to provide their own transportation with rides to and from their doctor's office or St. Elizabeth's campus. In addition, SEMC provides free parking for patients in need as well as those attending community organization meetings held free at SEMC. In 2008-2009, SEMC spent upwards \$300,000 on taxi vouchers and free parking. SEMC participates in Mayor Thomas M. Menino's Cancer Transportation Initiative to provide transportation for oncology patients who are Boston residents, on fixed income, and unable to travel alone.

#### Financial Emergency Fund

The last thing that a sick person needs to worry about is a financial emergency. While St. Elizabeth's Medical Center's social work services department provides referrals to social services and government services, there are times when a temporary emergency needs immediate personal attention. The social work service department at SEMC runs an emergency fund for such situations. Funds have been used for short-term emergency situations such as buying groceries for a patient returning home from the hospital or locating a winter coat for a patient whose size has changed due to illness. The compassionate care at SEMC permeates every aspect of health care delivery and is fundamental to our mission.

#### Engaging Diverse Community

The Allston-Brighton community is a diverse community where people of every age, race, creed, socioeconomic status and national origin reside. As the only acute care facility in this community, St. Elizabeth's Medical Center embraces the myriad of cultural differences presented by its neighbors in order to better meet their needs.

#### Multilingual Advocates Program

For non-English speaking patients, communication is the key to access. SEMC serves thousands of non-English speaking patients every year. To better meet the needs of these residents, SEMC provides language-accessible and culturally competent health care to an ethnically, culturally and linguistically diverse patient population.

In addition to interpreting, however, multilingual advocates provide cultural assessment, information and referral services for patients and families, translate brochures, announcements, care procedures, discharge instructions, and other important written information, assist with health insurance application procedures for patients and families and educate and train staff on issues of culture and language.

Cultural translation is another important service multilingual advocates provide. Health care practices differ greatly from one country to the next. What is considered normal practice in one culture may be completely inappropriate in another. Multilingual advocates bridge this cultural gap by helping patients understand our health care culture and helping SEMC staff understand the culture of the patient. Full-time multilingual advocates on staff speak Russian, Spanish, Portuguese, and Chinese and several per diem interpreters are also available to provide interpreter services in a variety of other languages.

When a multilingual advocate is not available or when a patient speaks a language that is not covered through the multilingual advocates program, supplemental interpreter services are available thru DeafTalk and the Language Line.

DeafTalk is a state-of-the-art interactive conferencing system. Through DeafTalk, the medical center can access the immediate services of medically certified interpreters in 32 languages and in American Sign Language for virtually face-to-face, real time video connection seven days per week, 24 hours a day. Language Line provides 24-hour interpretation over the telephone in 140 languages, enabling both the patient and the clinician to hear the interpreter at the same time.

St. Elizabeth's Health Care at Brighton Marine, a satellite location of St. Elizabeth's Medical Center, is designated as a principal site by the Massachusetts Department of Public Health for health assessments for refugees and immigrants entering Massachusetts. Under this arrangement, Caritas Health Services at Brighton Marine has agreed to coordinate the provision of bilingual primary care services.

St. Elizabeth's Medical Center Domestic Violence Task Force Violence is a serious public health issue that is found among all ethnic groups and socioeconomic classes. It is one of the major threats to an individual's health and safety in today's society.

In response to the need of identifying and treating victims of domestic violence, SEMC created the St. Elizabeth's Medical Center Domestic Violence Task Force.

SEMC has a zero-tolerance policy regarding domestic and family violence.

The St. Elizabeth's Medical Center's Domestic Violence Task Force is co-chaired by the director of St. Elizabeth's Comprehensive Addictions Program (SECAP) and a senior staff registered nurse from SEMC's emergency department. The task force is comprised of physicians, representatives of Brighton District court, the District 14 police station, and several departments within SEMC. The medical center departments that collaborate with social work staff and the emergency department to address domestic violence cases include women's health, nursing, multilingual advocates/ translator services, education, substance abuse, psychiatry, internal medicine, security, spiritual care services, pediatrics, community benefits, ante partum, and risk management. The director of SECAP also serves on the Conference of Boston Teaching Hospital's Council on Domestic Violence.

The goals of this multidisciplinary group include:

- Determining what resources are available at St. Elizabeth's Medical Center and which are needed
- Raising hospital awareness about domestic violence
- Ensuring that screening for domestic violence risk and incidence are part of routine medical questioning of patients

- Training staff to identify these patients
- Having a mechanism in place when appropriate patients are identified

The Domestic Violence Task Force has been successful in accomplishing many of these goals. Components of the comprehensive St. Elizabeth's Medical Center Domestic Violence Program include the following:

#### Response Team

The Response Team, headed by the social work supervisor, comprises social workers and key task force members who will carry a domestic violence beeper and will be available 24-hours a day to answer and respond to domestic violence problems within the hospital and associated clinical sites.

#### Emergency Department Policy

The emergency department utilizes universal domestic violence screening tools for all female patients. The ED also has ample information available to patients and staff on resources available. The ED should be utilized for any emergency situation and will continue to develop a close relationship with the Boston Police to aid patients in the community.

#### Safe Bed

A Safe Bed is available on campus for victims of domestic violence who are in great danger and have no immediate housing alternative. The Safe Bed is managed by the social work department and is available to any patient within Caritas Christi Health Care as well as any member of the community who seeks help through the SEMC emergency department.

#### Community Outreach

The task force has developed a relationship with the victim witness advocate at the Brighton District Court as well as the domestic violence detective and Captain at the District 14 police station in order to streamline the care of St. Elizabeth's patients who may need restraining orders or court appearances.



## VII. Community Participation

### A. Partnership with the Community

The Allston-Brighton community is rich with strong roots and multicultural diversity. At St. Elizabeth's Medical Center, we realize that a neighborhood consists not only of residents, but also of small businesses, multicultural agencies, companies, and other organizations that affect and are affected by the day-to-day life of the community. SEMC provides numerous programs and services to residents and businesses and participates in dozens of community efforts aimed at making life better for members of our neighborhood.

Through a collaborative process that encompasses feedback from the community, external agencies and SEMC staff, we are provided with an ongoing assessment of the needs of the Allston-Brighton community. This assessment enables us to focus on the community's health care priorities through our community benefits programs.

In an effort to strengthen and revitalize the Allston-Brighton business districts, SEMC works with business leaders to attract new businesses to serve Allston-Brighton's diverse population and improve the physical appearance of the community.

SEMC holds active membership with the following Allston and Brighton organizations: Allston Board of Trade, Allston Village Main Streets, Boston Connects, Brighton Board of Trade, Brighton District Court Advisory, Brighton Main Streets, Oak Square YMCA, Jackson-Mann Community Center, SEMC also is a member of the Waltham West Suburban Chamber of Commerce and Watertown-Belmont Chamber of Commerce. St. Elizabeth's is also the fiscal agent for Brighton Main Streets.

The Allston-Brighton Substance Abuse Task Force, formed in 2003 to combat the rising tide of drug abuse among Allston-Brighton youth, is staffed through the fiscal agency of SEMC, with the director of the St. Elizabeth's Comprehensive Addictions Program as co-chair of the task force's board.

## VIII. Partnership Activities

### Shared Resources

Community organizations regularly use St. Elizabeth's Medical Center's conference rooms, dining room, parking facilities, and auditorium (free of charge) for cultural, educational, and special events. Space is used for English as a Second Language classes, award ceremonies, community policing meetings, conflict resolution programs, public service meetings, professional organization meetings, and self-help group meetings.

In FY 2009, many local organizations and groups held meetings at SEMC for a total of nearly 600 hours. Among the groups were: Alcoholics Anonymous, Allston-Brighton Substance Abuse Task Force, AWOL, Brazilian Women's Group, Breast Feeding Class, Brighton-Allston Historical Society, Cancer Support Group, Community Lectures, Developmental Support Groups, EMT's, Healing Touch Circle, New Mothers Group, Overeaters Anonymous, Parents Helping Parents, St. Elizabeth's Alumni, St. Elizabeth's Comprehensive Addictions Program (SECAP), and Senior Suppers. In addition, area residents are welcome to use St. Elizabeth's Medical Center medical library for research and studying.

### Sponsorships

St. Elizabeth's Medical Center and its staff are involved in a number of community-focused sponsorships. SEMC donated nearly \$50,000 in FY 2009 to support non-profit organizations and programs, including:

- Addiction Treatment Center of New England
- Allston Board of Trade
- Allston-Brighton Little League
- Allston-Brighton Parade
- Allston-Brighton Substance Abuse Task Force
- Allston-Brighton Unsung Heroes
- Allston-Brighton Community Development Corporation
- Allston Village Main Streets
- American Heart Association
- Boston Police Relief Association
- Brian J. Honan Charitable Fund
- Brian J. Honan 5K Race
- Brighton Allston Historical Society
- Brighton Board of Trade

- Brighton High School
- Brighton Main Streets
- Brazilian Women's Group
- Commission on Affairs of the Elderly
- Corrib Charitable Trust
- Franciscan Hospital for Children
- Gerry McCarthy Memorial Easter Egg Hunt
- Leaders of Tomorrow
- Jackson Mann Community Center
- Joseph M. Smith Community Health Center
- Massachusetts Alliance of Portuguese Speakers (MAPS)
- Oak Square YMCA
- Parents and Community Build Group, Inc.
- Presentation School Foundation
- St. Elizabeth's Medical Center Task Force Scholarship Fund
- The Fishing Academy
- The Friends of David Smith
- Veronica Smith Senior Center
- Waltham Boys & Girls Club
- Watertown-Belmont Chamber of Commerce
- Watertown Babe Ruth Little League
- Waltham Council on Aging
- West End House Boys and Girls Club

#### Lending a Helping Hand

As a Catholic institution, St. Elizabeth's Medical Center is committed in a special way to assisting those in need. Several times each year, SEMC and its employees help out with special charitable initiatives. These initiatives include donating men's and women's clothing, canned goods, and toys and gifts for families in need.

#### Community Enhancement Activities

St. Elizabeth's Medical Center sponsored and participated in a number of community enhancement programs in FY 2009, such as:

- Providing clinical experts as speakers for community groups. Topics covered included: avoiding sports injuries, back health, diabetes, heart health, midwifery, physical therapy for new mothers, and stroke.
- Providing screenings for the community both on and off campus. Topics included: blood pressure, cholesterol, diabetes & heart health, diabetes risk assessment, flu clinic, glucose, prostate cancer, skin cancer, and vision.
- Providing medical supplies such as bandages, splints, tape, disinfectant, latex gloves, medications, chemical ice packs to community organizations, schools, camps,

Boys & Girls clubs, and youth athletic teams, such as the Watertown Little League, the West End House Summer Camp, the Allston-Brighton Little League, and Boston College student groups.

- Providing loam, mulch, equipment, food, staff, and materials for community beautification projects.
- Offering internships to high school student interested in a health care career. Over the last year, the following departments welcomed students: Bone & Joint Center, Cardiology, Children's Center, Communications & Marketing, Development, Division of Urology, Hematology-Oncology, Hospitality, Human Resources, Operating Room, Orthopedics, Outpatient Physical Therapy, Pain Management Center, Patient Access, Nutrition & Food Services, Mammography, Neurosciences, Research, Safety & Security, SECAP, and Surgery.



#### Other Resources

In addition, throughout 2009, SEMC dedicated materials, equipment, staff, food and other resources to the following community organizations and their events:

- Allston Brighton Parade
- Allston Brighton Substance Abuse Task Force Annual Youth Summit
- Allston Brighton Substance Abuse Task Force Town Hall Meeting on Underage Drinking
- Allston Brighton Substance Abuse Task Force Walk for Recovery
- Allston Brighton Unsung Heroes Dinner
- Allston Main Streets Annual Dinner
- Allston Village Street Fair
- American Heart Association Heart Ball
- American Heart Association Heart Walk
- Another Course to College Career Fair
- Breast Cancer Support Groups
- Boston "Can Share" Thanksgiving Food Drive
- Boston Community Leadership Academy Parent Night
- Boston Police Crime Prevention Lecture
- Boston Private Industry Council Job Training Program
- Boston Shines Clean-up
- Brazilian Independence Day Festival
- Brian Honan 5K Race
- Brighton Main Streets Annual Gala
- Brighton Board of Trade Annual Dinner
- Brighton Main Streets Cable Show
- Commonwealth Tenants Association
- Diabetes Support Groups
- Emergency Department Open Houses
- Faneuil Tenants Association Unity Day
- Franciscan Children's Hospital Community Leaders Dinner
- Gerry McCarthy Memorial Easter Egg Hunt
- Horace Mann Advisory Board Breakfast
- Jackson Mann School Tutoring Program
- New Balance Employee Fairs
- Nutrition Program at Brighton High School
- Open House at Sisters of St. Joseph of Boston
- Presentation School Foundation Annual Gala
- Presentation School Foundation Breakfast
- Resources, Education, Advocacy, Connections and Hope Program
- Senior Suppers
- St. Elizabeth's Medical Center Connecting with the Community Night
- St. Elizabeth's Medical Center Legislative Breakfast

- St. Elizabeth's Medical Center Scholarship Winners Reception
- Teens Exercise, Education Empowerment Program
- Veronica Smith Senior Center Health Fair
- Waltham Senior Health Fair
- Watertown Faire on the Square
- Watertown Belmont Chamber of Commerce Dinner
- Winship School Health Fair
- YMCA Diabetes and Heart Health Fair
- YMCA Healthy Kids Day
- YMCA "Oak Scare" 5K
- YMCA Reach Out Campaign

## IX. Selected Community Benefits Programs

### Community Health Programs

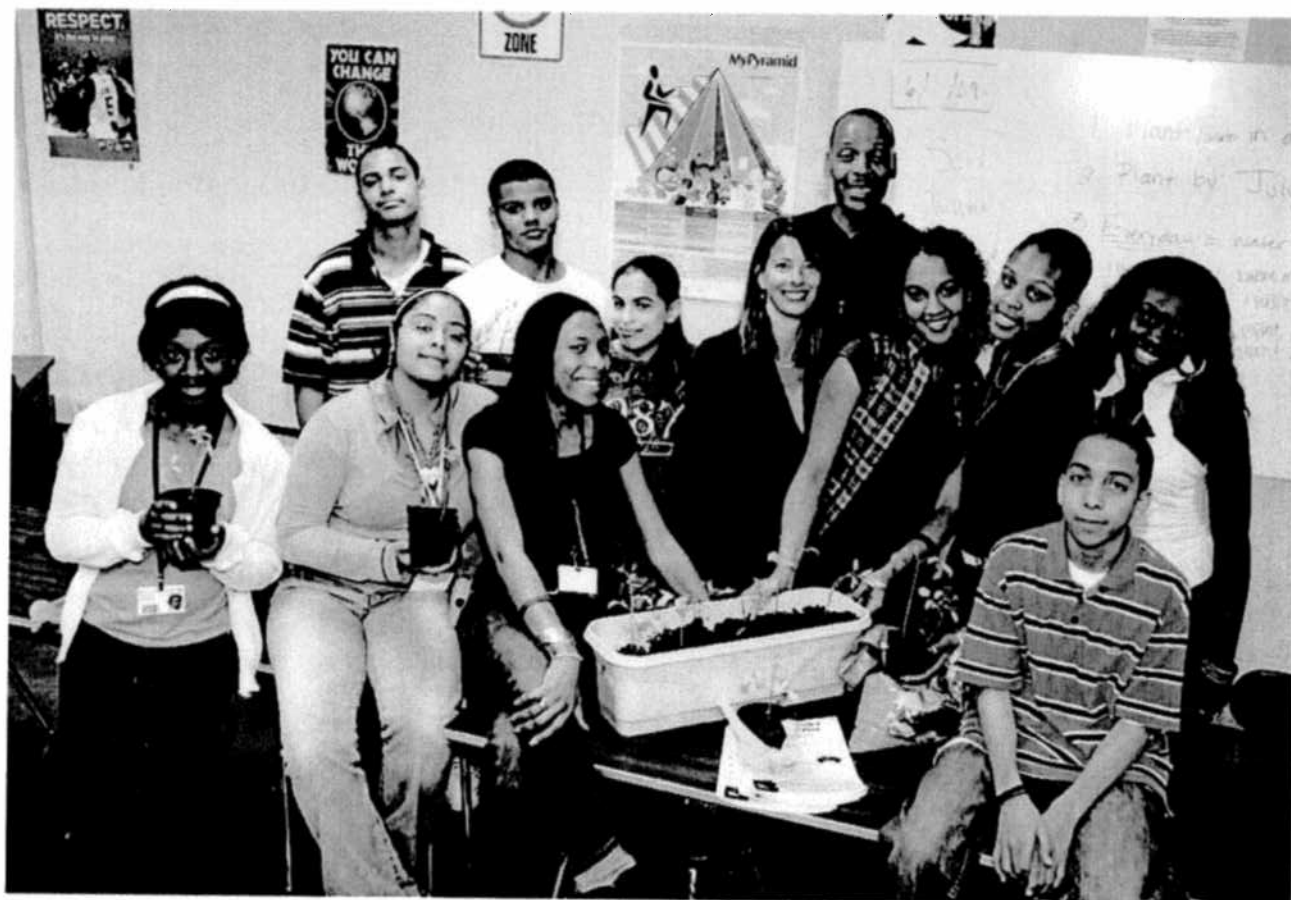
St. Elizabeth's Medical Center provides the community with medical screenings, health education classes, and meeting rooms for self help programs. Community health programs are provided at no cost to area residents.

A list of SEMC's community health programs is shown below:

#### Allston-Brighton Substance Abuse Task Force

In response to the explosive growth of illegal drug use and addiction, the Allston-Brighton Substance Abuse Task Force was formed in early 2003 by the St. Elizabeth's Comprehensive Addictions Program, (SECAP) and Granada House. Other members of the task force include: Addiction Treatment Center of New England, Boston College, Boston College Neighborhood Center, Boston Connects, Boston Police Department, Brighton District Court, Brighton High School, Greater Boston Center for Healthy Communities, Hope House, Joseph M. Smith Community Health Center, Massachusetts Department of Public Health - Bureau of Substance Abuse Services, Massachusetts Organization for Addiction Recovery, Oak Square YMCA, elected officials, and community members.

The SECAP program provides treatment to individuals who are addicted to substances such as alcohol or narcotics and includes in-hospital care for detoxification, intensive after-hospital care, and counseling sessions for patients and their family members. Grenada House is a residential substance abuse treatment program located in Allston.



The Allston-Brighton Substance Abuse Task Force –chaired by SECAP Director Deidre Houtmeyers and Joseph Smith Community Health Center Program Director, Sonia Mee – educates members of the local school community and the community at large on the dangers of underage drinking, prescription drug use, and narcotics (specifically Oxycontin) and raises awareness within the community about the issue of drug addiction and its startling growth, and opens a dialogue between children and their parents with regard to drug abuse. Growing drug use within the community and state and federal budget cuts to substance abuse treatment programs compounded the addiction problem in Allston-Brighton and other communities. In addition, the Surgeon General's 2007 report emphasized a nationwide Underage Drinking Problem, which affects children as young as nine years old and calls for increased community education on this subject specifically aimed at school aged youth and their parents.

The Task Force utilizes two sizable grants to support efforts to reduce underage drinking, prescription drug abuse, and other drug abuse such as narcotics, marijuana, and cocaine in the Allston-Brighton area. Through the fiscal agency and management of SEMC, the Task Force has hired staff to manage day-to-day operations and coordinate and implement outreach activities in the schools, both for parents and the general community.

In 2009, the Task Force continued work on a number of successful initiatives focusing on the reduction of substance abuse in the Allston-Brighton community, including: the Citizens Drug Recognition Academy, Parent Forums on Underage Drinking, Parent Support Group, the annual Walk for Recovery, Underage drinking grant, Youth coalition, Youth Anti-Drug Summit, and Recovery Day.

SEMC realizes substance abuse is one of the top public health concerns in the community of Allston-Brighton. In addition to our participation in the Allston-Brighton Substance Abuse Task Force, we also participate on several city and state drug coalitions, including the Mayor's Task Force and No Drugs Coalition, the Massachusetts Organization of Addiction Recovery, and the Governor's Council on Substance Abuse Rehabilitation (including Recovery Day at the Massachusetts State House).

SEMC staff devotes hundreds of hours consulting with parents. In addition, staff receive training in HIV and AIDS and tobacco education to pass information to parents and children. Family meetings and support groups are held frequently with SEMC staff to help loved ones cope.

#### Ambassador Program

The Ambassador Program seeks to put community members in greater contact with leadership at all levels of St. Elizabeth's Medical Center. With a more visible presence in the community, the hospital president, senior managers, physicians, nurses, and staff are in a better position to inform community members about existing resources and programs. Ambassadors also obtain valuable feedback from the community, including questions on hospital operations and plans for the future, such as short and long-term initiatives to address local public health needs.

In 2008-2009, the Ambassador Program expanded considerably. SEMC currently has more than 100 Ambassadors actively participating in the community via work with local businesses, schools, and community groups; many of these Ambassadors are serving on boards of directors for local organizations. This past year, SEMC staff organized and/or participated in 75 community events, including health screenings and lectures, health fairs, dinners, and awards ceremonies. SEMC clinicians and members of the Senior Leadership Team were also guests on a local cable television and radio stations throughout the year.

#### Blood Pressure Screening

Free blood pressure screenings are available at scheduled sites on campus and within the community.

#### Breast Cancer Support Group

This group meets twice a month and offers women who are living with breast cancer and other types of cancer an opportunity to get support, share information and learn coping techniques.

#### Breastfeeding Class and Developmental Support Group

The Pediatrics department offers a program that provides advice and support for new mothers. This class covers breastfeeding education and support from a Board Certified Lactation Consultant as well as infant massage instruction and developmental support.

#### Caritas Home Care

Caritas Home Care provides comprehensive, intermittent home health care services to people who are ill at home or recovering from a hospital stay. Basic services include skilled nursing visits, home health aid assistance for personal care and daily living tasks, physical, occupational and speech therapy, and social service assistance related to the illness. Other services available include infusion therapy, maternal/child care, psychiatric nursing, enterostomal therapy, heart care, and diabetes education.

Additionally, Caritas Home Care provides community resource planning and works with other community agencies to set up such services as Meals on Wheels, grocery shopping, and homemaker services. For those patients without health insurance or the financial ability to pay, we provide free care for medically needed services.

#### Diabetes and Heart Health Screenings

Free blood pressure, total cholesterol, and glucose checks are available at scheduled sites on campus and within the community.

#### Diabetes Support Group Meetings

St. Elizabeth's Medical Center certified diabetes educators offer a support group for people living with diabetes. This group serves as a forum where people can discuss their feelings about living with diabetes, share ideas, and receive information on living healthy with this condition.

#### Family Support Group

This group is designed to provide support for family members of a drug or alcohol addicted loved one.

#### Skincare and Hair/Makeup Program

This program offers cancer patients advice from trained cosmetologists on caring for their skin, hair and makeup throughout chemotherapy and radiation treatment.

#### New Beginnings

This class is lead by a Licensed Occupational Therapist and a Certified Infant Massage Instructor and is designed to help new parents learn about infant massage, parenting tips, and age appropriate toys.

#### Speech and Language Pathology Group

This class is designed to welcome and educate parents, with children ages 7-18 months, who are new to the Allston-Brighton community. A Physical Therapist and Speech and Language Pathologist cover several relevant topics, including: language development, ways to stimulate language development, ideas for play for different age ranges, and appropriate first walking shoes.

#### Food Inters Anonymous

A 12-step recovery and support program for anyone who is struggling with food, weight, or obsession relating to food. Meetings provide an opportunity to discuss and support a participant's desire to abstain from compulsive eating by obtaining group support.

#### Prostate Health Screenings

Prostate cancer is the most common cancer, other than skin cancers, in American men. In an effort to address this growing public health issue, prostate health screenings are available at scheduled sites on campus and within the community.

#### Reach to Recovery Program: Support for Families of Children with Special Needs

The first three years of a child's life are a critical time for development. The REACH Program at St. Elizabeth's Medical Center provides developmental support for families with children birth to three years of age. REACH aims to carefully coordinate these services so that every family will be provided with the necessary information and resources to support their child's development. The REACH team consists

of a Neonatologist, Physical Therapist, Occupational Therapist, Speech Pathologist, Lactation Specialist, and a Developmental Educator.

#### Reach to Recovery Program

Peer support program designed to put newly diagnosed cancer patients in contact with an individual of the same age who is undergoing similar treatment.

#### St. Elizabeth's Comprehensive Addictions Program (SECAP)

This program offers in-hospital detoxification, intensive after-hospital care, group counseling and support as well as individual counseling and support for those suffering from drug and alcohol addiction. Family education and support are also available. Outpatient services are geared specifically towards young adults, older adults and women. Other programs are tailored to meet individual needs.

#### Skin Cancer Screenings

Skin cancer screenings are available at scheduled sites on campus and within the community.

#### Smoking Cessation Program

This counseling and support program, funded through the Massachusetts Department of Public Health, is for smokers who are contemplating or actively trying to stop or reduce their tobacco use.

#### Social Services

At St. Elizabeth's Medical Center, social work services are provided to identify, assess, and treat patients and their families who have psychological and/or environmental needs related to the impact of hospitalization, diagnosis, treatment, and discharge. SEMC's social workers collaborate with other professional staff to provide discharge planning for patients and families referred for service. The social workers contribute to the fundamental goal of providing compassionate and quality patient care, ever mindful of each patient's dignity and individuality.

As compassionate caregivers, we are committed in a special way to advocacy for the poor, people with disabilities and all those in need. Referrals are made to public and private social service agencies whenever necessary. Frequently provided services include bereavement counseling, case management, collaboration on discharge planning, consultations, crisis intervention, financial counseling, high-risk case findings/

screenings, information and referral, patient/family advocacy, patient/family conferences, psychological assessment, psychological counseling, and support groups.

Other social support services available at SEMC are made possible through a \$20,000 grant administered by SEMC. The services include a clothing bank for families in need and miscellaneous, otherwise uncovered patient expenses such as food, medications, rent, and utilities. Social workers are committed to protecting and safeguarding the rights of patients who are the victims of violence. This includes physical, sexual, and emotional abuse as well as economic deprivation. The department provides appropriate social work intervention for any patient referred or identified as being a victim of violence, and social workers give leadership to hospital wide initiatives in this important area. A social worker is on call 24 hours a day, 365 days a year and can handle crises and emergencies throughout the medical center.

#### Teen-Empowerment-Exercise-Education-Nutrition (TEEN) Program

A unique youth empowerment program for children ages 10-20 that are prone to be overweight or are overweight. Led by a SEMC Pediatrician, this program incorporates exercise, education, and empowerment tools for adolescents. Activities are aimed at promoting a healthy lifestyle and include nutritional lectures and exercise programs with an exercise physiologist.

#### Weight Loss Consultations

Brief weight loss consultations are given by specialists from the Center for Weight Control to help educate patients about medical and surgical weight loss programs available at SEMC and help them decide which option, if any, is right for them.

#### Women, Infants and Children

The Women, Infants and Children (WIC) program provides nutrition, health education and general health services to the families of Allston Brighton free of charge.

#### Volunteer Program

St. Elizabeth's Medical Center benefited from the services of hundreds of volunteer hours this past year. Volunteers and their efforts include:

##### 48 Weekday Adult Volunteers

Their duties include Patient Information Desk receptionists, newspaper deliveries to patients, patient mail delivery, Emergency Room greeters, Operating Room and Ambulatory greeters, Gift Shop, and major clerical jobs for every department in the medical center.

Five adult volunteers also participate in the Retired Senior Volunteer Program (RSVP), sponsored by the City of Boston's Commission on Affairs of the Elderly. The program is for people 55 years and older who volunteer in their community to make a difference. RSVP volunteers are eligible for some out-of-pocket expenses while volunteering, such as travel costs, and all RSVP volunteers receive free supplemental accident insurance while volunteering.

##### 26 Eucharist Ministers

Give Holy Communion to patients seven days per week. Some assist in the chapel services.

##### 25 College High and School Students

Students from Boston area colleges and high schools volunteer their time after school and during the summer. The responsibilities range from clerical duties to working as greeters at our Senior Suppers and Children's Christmas Party.

##### Special Needs Students

Students from the Horace Mann School for the Deaf, Carroll Center for the Blind, and the Kennedy Day School are a constant source of supervised help in our Food Services Department, Shipping and Receiving, and in the Volunteer Office as clerical helpers.

#### 10 Brighton High School Students

During the summer of 2009, students from Brighton High School volunteered at St. Elizabeth's as part of a job-training program sponsored by the Boston Private Industry Council (PIC). These students worked in the following areas: Children's Center, Development, Hematology-Oncology, Hospitality, Human Resources, Intensive Care Unit, Interns & Residents, Operating Room, Orthopedics, Peri-Operative Services, Food & Nutrition Services, Radiology, Medical Records, Center of Cancer Systems Biology, Neurosciences, Nursing, Radiology, Research, Security, SECAP, St. Margaret's Center for Women & Infants, Surgery, and Telecommunications.

#### External Volunteers

In addition to the dozens of volunteers who participate at SEMC each week, there are more than 50 additional volunteers who knit for our infant patients, cancer patients and dialysis patients. These knitters come from all over Boston, Cape Cod, Maine, Connecticut, and New Hampshire. A recent "Angel Wings" knitting program was started and is expected to double the number of volunteers by next year.

#### Spiritual Care

St. Elizabeth's Medical Center offers the services of the Spiritual Care Department to patients and their families, as well as to staff members throughout the facility. Our ministry extends to people of all faith traditions as well as to those who profess no religious affiliation. The scope of spiritual support includes visiting the patient and offering counsel to help them with the emotional, ethical, and spiritual issues faced by the patient, their family and/or staff personnel. Support is demonstrated by the chaplain's presence, which can include listening and offering prayer and/or Catholic Sacraments. SEMC has a dedicated team of Eucharistic Ministers who provide the Sacrament of the Holy Eucharist for any patient who so desires to receive it. Chaplains will contact a minister of the patient's own faith upon request.

#### X. Next Reporting Year

In accordance with the Massachusetts Attorney General's Community Benefits Guidelines for Non-Profit Hospitals, St. Elizabeth's Medical Center conducted a Needs Assessment in the spring of 2009. This assessment examined major health trends in three of the towns in the medical center's local service area - Allston-Brighton/Boston, Waltham and Watertown.



This assessment was conducted to help SEMC, community partners, and the community better understand and respond to the health and quality of life issues in Allston-Brighton. The Allston-Brighton community is defined as people who live, work, attend school, or access services in the community. The objectives of this assessment were to engage the Allston-Brighton community in the planning and implementation process in order to develop an accurate and comprehensive report, ensure buy-in to the outcomes and energize participants and the community to work to address the findings.

A designated community benefits advisory committee served as a vehicle for people who live and work in Allston-Brighton to participate in neighborhood decision making, identify shared concerns, and mobilize internal and external resources to address those shared concerns.

The assessment revealed that the service area is 54% White, 22% African-American, 15% Hispanic, and 8% Asian/Pacific Islander. Of the three communities, Allston-Brighton/Boston has the largest population under age 20 and the highest poverty rate, while Watertown has the largest elderly population and is the overall healthiest of the three towns. Additionally, one-third of the population across all three towns speaks a language other than English at home.

The results of the Needs Assessment indicate that the major health issues facing residents of Allston-Brighton/Boston, Waltham and Watertown are: diabetes, mental health and substance abuse, and prostate cancer. Other top issues

include breast cancer, cardiovascular conditions, and communicable diseases.

Rates of mental health and substance abuse hospitalizations were significantly higher than the state in Allston-Brighton/Boston. More specifically, Allston-Brighton/Boston has significantly higher rates of hospitalizations for alcohol, heroin, and marijuana than the state.

It was also revealed that in Allston-Brighton/Boston, the rates of hospitalizations for primary care manageable conditions, especially diabetes-related complications, are higher than the state average, suggesting a problem with access to appropriate medical care. In comparison to the state, Allston-Brighton/Boston also has significantly higher rates of mortality from diabetes.

Additionally, prostate cancer is the most common form of cancer across all three towns while breast and pancreatic cancer rates are considerably higher in Waltham than in the state.

After comprehensive review of the data found in the assessment and thoughtful discussion, the St. Elizabeth's Medical Center Community Benefits Advisory Committee and Community Benefits Hospital Leadership Team determined that the FY2010 Community Benefits Plan will chiefly address diabetes and substance abuse in Allston-Brighton.

In 2010, SEMC aims to successfully implement comprehensive programming for diabetes and substance abuse in the community with the support of the external and internal advisory committees, the Board of Directors, hospital administration leadership, staff, and community partners.



## XI. Community Benefits Expenditures for FY 2009

### Community Benefits Programs

Direct Expenses: .....	\$6,501,854.00
Associated Expenses: .....	0
Determination of Need Expenditures:.....	0
Employee Volunteerism: .....	\$624,612.00
Other Leveraged Resources: .....	0

### Community Service Programs\*

Direct Expenses .....	\$1,130,249.00
Associated Expenses .....	0
Determination of Need Expenditures:.....	\$13,830.00
Employee Volunteerism: .....	\$43,171.00
Other Leveraged Resources: .....	0
Net Charity Care FY 09:.....	\$1,939,425.00
<b>FY 2009 TOTAL:.....</b>	<b>\$10,289,311.00</b>

### Total Patient Care-Related Expenses for FY 2009:

..... **\$328,687,315.00**

### Additional Considerations

The major challenges facing St. Elizabeth's Medical Center are similar to those facing hospitals across the country. Program needs continue to outpace financial resources. Reduction in state and federal reimbursement makes it more difficult each day to carry out our mission of caring for the poor and the underprivileged in our society.

In addition to all of the services that St. Elizabeth's Medical Center provides to the community, the facility also provided:

- \$20,327,640 in unreimbursed Medicare Services
- \$571,488 in bad debt

## XII. Contact Information

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THE UNIVERSITY OF CHICAGO

EDUCATION'S MEDICAL CENTER

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# Carney Hospital

A CARITAS FAMILY HOSPITAL



## 2007 Community Benefits Report

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# Massachusetts Coalition for the

*A statewide membership organization dedicated to ending*



## I. Mission & Values Statement

Carney Hospital, in Dorchester, MA, is a 159-bed community teaching hospital serving greater Dorchester, Mattapan, South Boston, south suburban communities, and beyond. Carney Hospital, a not-for-profit Catholic hospital, is a member of Caritas Christi Health Care, New England's largest community-based hospital network providing community-based medicine and tertiary care in eastern Massachusetts, southern New Hampshire and Rhode Island.

Carney Hospital's medical staff provides a wide spectrum of services from primary care medicine to specialty and sub-specialty services including Cardiology, Cancer Care, Diagnostic Imaging, Geriatrics, Neurology, Orthopedics, Wound Care, Women's Health and Rehabilitative services, and surgical services among others.

### Mission

Caritas Christi Health Care, rooted in the healing ministry of Jesus, is committed to serving the physical and spiritual needs of our community by delivering the highest quality care with compassion and respect.

### Vision

We envision an exceptional Catholic health care ministry, which will lead to the transformation of health care.

### Values

- Compassion
- Accountability
- Respect
- Excellence

As men and women working in healthcare, we have the privilege of effecting change everyday. It is our way of offering service that makes us different. Our identity as a Catholic health care system is reflected in who we are and how we act. It is reflected in who we serve and how we care for those we serve. It is reflected in how we treat one another, and it is reflected in how we contribute to the common good. Our identity and our integrity are a result of using our time, our talents, our compassion and making concrete efforts to work for the dignity of every person.

In keeping with the hospital's mission, Carney Hospital is committed to outreach, education and advocacy in partnership with our culturally diverse communities. Our community benefits plan focuses on the hospital's immediate urban neighbors and extends to communities located to the south and southwest of Boston.

Our mission is to work with our diverse communities in order to improve access to health care, and to encourage the utilization of Carney Hospital services as appropriate. We continuously evaluate the needs within our service area and develop specific programs and services for preventive health care, illness management and emergency services with community partners.

We also strive to fill gaps in services and continuously adapt our programs to the needs in Dorchester, the most culturally and linguistically diverse section of Boston.

Our goal is to promote wellness and enhance the quality of life for individuals, families and communities through the development of community health programs.

## II. Internal Oversight and Management of Community Benefits Program

### Management Structure

The Community Benefits Program is administered by the Director of Community Benefits, who reports to the hospital President and Caritas Christi Health Care Vice President of Community Benefits. The Director of Community Benefits works with members of the Senior Leadership Team, employees, physicians, community leaders, and hospital Board members to determine the needs of the community. These needs are assessed based on many factors including the availability of federal, state and local research data; hospital resources, and discussions with community groups.



A calendar listing of events and programs are shared with the community through press releases and announcements to local newspapers, churches, health centers, community groups, and the Carney Hospital web site.

### III. Community Health Needs Assessment

#### Process and Participants

In addition to the community leaders, hospital administration and staff identify community health issues. In response to the Massachusetts Attorney General's revised Community Benefits guidelines, Carney Hospital established in FY 2009 two committees that formalize the annual Community Benefits plan.

The Community Benefits Hospital Leadership team consists of the president and senior administrators who oversee critical patient care services. The Community Benefits Advisory Group is comprised of representatives from local health and human services agencies, and other community stakeholders.



A formal community health needs assessment was completed in June 2009. The results will be used to establish community benefits priorities and planning for the next three years, beginning in FY 2010.

#### Information Sources for the FY 2009 Community Benefits Plan

Prior to the 2009 health needs assessment, Carney Hospital rigorously reviewed information from a number of sources. Determinants affecting the type of information used included:

- Access issues
- Fast-paced changes in medicine and technology
- Ever-changing demographics of the service area
- Uncertainty within the health care industry

#### Sources included:

- Boston Public Health Commission Report on the 2009 Health of Dorchester Community
- The Report to the Mayor: The Health of Boston
- Mayor's task force on racial disparities in health care, on which Carney Hospital's Director of Social & Interpreter Services is a member
- City and statewide demographic information, including short and long-term projections
- Immigrant populations' health data

#### Summary of FY 2009 Findings

##### Target Populations

The designated geographic and patient populations focus on the hospital's immediate neighbors in Dorchester and Mattapan and extend to communities to the south and southeast of Boston. Target populations identified within these communities include a large number of African American, Haitian, Latino and Vietnamese individuals and their families.

As provided in the Boston Public Health Commission Report on the Dorchester Community, which was based on Year 2000 census data, Dorchester has experienced a population growth since 1990 of 6.2 percent with the African American, Haitian, Latino and Vietnamese communities expanding most rapidly. In addition, children under the age of 17 are the fastest growing segments of the Dorchester population. As a result, Carney Hospital aims to increase services and capabilities to meet the needs of these growing populations.

##### Health Issues

We identified the following health issues that are of the greatest threats to our Community:

- Cancer and heart disease continue to be the leading causes of death for both males and females in our service area.

- African-American women and Asian women have higher incidences of breast and cervical cancer than any other groups; and African American women have a higher incidence of fibroid tumors.
- Uninsured or underinsured males, particularly African-Americans, are not typically tested early enough for prostate cancer because they lack the appropriate health care coverage.
- Mattapan has the highest percentage of adults in Boston who smoke, who are obese, and who have high blood pressure.
- Hepatitis C is becoming more prevalent in Asian males.
- Childhood asthma is the most common chronic disease in children. Dorchester and Mattapan are among the communities with the highest hospitalization rates for asthma in children under the age of five.
- Diabetes and obesity continue to be diseases of high incidence within our community, with Dorchester and Mattapan having the highest rates of any Boston region.
- Psychiatric and substance abuse problems are prevalent health issues in the hospital's primary service area.

Given this information, Carney Hospital's FY 2009 Community Benefits priorities were health education, early screening, and direct care services in the areas of heart disease, cancer, diabetes, and obesity.

#### IV. Community Participation

##### Background and Mechanism

Carney Hospital also assesses community needs using the following sources:

- Physicians, nurses and staff at Carney Hospital and nearby health centers, who listen to patients' needs and share this information with hospital leadership.
- The Director of Community Benefits, who meets regularly with community leaders and organizations to discuss partnerships for disseminating important health information.
- Medical and hospital staff, who are active members of community-based organizations and who attend community meetings and events.
- The Ambassador Program, made up of hospital employees, who provide the community with health screenings, talks and other information, and solicit feedback.

Organizations to which hospital staff and leaders are connected include:

- Area churches
- ABCD
- Bay Cove Human Services
- Boston Public Health Commission
- Columbia/Savin Hills Civics Association
- Codman Square Health Council
- Dorchester Community Collaborative
- Dorchester Center for Adult Education
- Dorchester House
- Dorchester Substance Abuse Coalition
- Dorchester Board of Trade
- Dorchester House
- Fields Corner Main Street
- Geiger Gibson Community Health Center
- Girl Scouts of Eastern Massachusetts
- IBA
- Haitian Multi-Service Center
- Haitian-American United, Inc.
- Hebrew Seniors Life
- El Planeta
- Kit Clark Senior Center
- La Semana
- Latin-American Health Institute
- Lower Mills Business Association
- Massachusetts Vietnamese-Americans Women's League
- Massachusetts Department of Public Health
- The Medical Foundation
- Mujeres Unidas En Accione
- Neponset Health Center
- St. Mark's Civic Association
- Sarah Care
- Tele Diaspora
- Umass/Boston
- Vietnamese American Civic Association
- Vietnamese-American Initiatives for Development (Viet-AID)
- Women of Courage, Inc.
- Work, Inc.

Community members, civic leaders and other representatives are invited regularly to meet with hospital administration and staff.

## V. Community Benefits Programming

### Target Population and Identification of Priorities

As Dorchester's community hospital, Carney's target populations for community benefits program are the Vietnamese, Haitians, African Americans, the working poor and senior citizens. The priorities for FY 2009 are:

#### Diversity

- Provide health education and outreach to Haitian, Latino, and Vietnamese audiences through cable TV, radio and community health lectures.

#### Outreach

- Facilitate partnerships with other community-based organizations to increase cancer and diabetes prevention awareness.

#### Education

- Ensure compliance with American Heart Association Cardiac Outcome measures, and the American Diabetes Association.

#### Advocacy

- Advocate for expanded health insurance access for our most vulnerable populations.
- Expand access to health education programs and screenings for seniors.

### Short-Term and Long-Term Community Health Goals to Support Community Benefits Priorities

#### SHORT-TERM GOALS (ONE YEAR)

- Open the Carney Hospital Diabetes Center.
- Renovate the Emergency Department.
- Develop a Family Medicine Program.
- Facilitate the growth of new physician practices within the fast-growing and diverse population.
- Implement guidelines for culturally competent care in concert with the Mayor's task force to eliminate racial disparities in health care, including improving and adding way finding signage in multiple languages.
- Improve cardiac outcomes relative to smoking, lipid management and cardiac rehabilitation by increasing educational opportunities and services.

### Health Education and Screenings for Seniors

Offer health education and screenings to coincide with the four Senior Suppers available at a nominal price.

- 11/5/08 - 129 attendees – "Treatment of Non-Healing wounds" - Dr. Williams
- 12/10/08 - 130 attendees – "Age Related Eye Disease- What you can do to preserve your vision"- Dr. McHam
- 4/29/09 - 120 attendees – "Meet the Internists" – Drs. O'Keefe, Ostrem, & Lockman
- 7/28/09 - 125 attendees - "Carney updates" – Dr. Daniel H. O'Leary, President

### Address Serious Health Issues Impacting the Community

- Elevate awareness of serious health issues such as cancer, heart disease, asthma, and diabetes.
- Increase cable TV and radio presence to expand awareness for prevention and disease management.

### Disaster Readiness Training

- Continue intensive training in accordance with homeland security guidelines.
- Educate the community and local business owners on preparing for the unthinkable, should a disaster occur.



## LONG-TERM GOALS (THREE-FIVE YEARS)

### Cardiac Outcomes

- Reduce incidents of secondary events for coronary artery disease in both acute and chronic patients.
- Pursue an enhanced cardiac catheterization service in concert with the Caritas Cardiovascular Center for feasibility review of angioplasty services.

### Enhanced Critical Care

Introduce an enhanced critical care services function working together with other Caritas hospitals to create:

- A revolutionary advancement in critical care redesign – the eICU.
- Enhanced critical care quality and improve patient safety.
- Better collection of quality-related data.

### Operating Room

- Build new state-of-the-art operating rooms that will improve efficiency.

### Process for Reviewing, Evaluating and Updating Community Benefit Activities

- The process for reviewing and changing programs involves continued dialogue with community organizations, regular review by hospital staff and a quarterly review by the Board of Directors.

### Budget Process

- The annual Community Benefits budget is determined with input from the hospital's senior administration, fiscal services, and departments providing direct community services (i.e. Interpreter and Social Services, Financial Counseling, and Community Benefits).

## VI. Progress Report: Activities Preformed During FY 2009 Reporting Year

### Major Programs and Initiatives

Carney Hospital is committed to continuous outreach focused on improving the health and well-being of our communities through awareness, early detection and health maintenance. The hospital provides a range of educational events, health screenings, and lectures by physicians and other allied health professionals. Disease-specific health screenings afford members of the community the following benefits:

- Access to free information, which may ultimately assist in keeping families safe and healthy.
- Early detection for people who do not have a primary care physician.
- One-on-one interaction with specialists without the burden of insurance issues.
- Information in the form of lectures and take-home brochures.

### Community Benefits — Outreach and Education

#### Community Resource Day

Under the direction of the Community Benefits Director, assisted by Mission and Interpreter and Social Services, Carney Hospital initiated a major resource fair on June 13 that attracted over 200 area residents and 40 health and human services agencies. Together, Carney and the agencies offered free screenings and information on health, housing, and domestic violence issues and prevention in different languages.

#### Immigrant's Forum

On October 6, Carney hosted its first community Immigrant Forum entitled "The Value of Culture and Medicine" attended by 112 people. Panelists included representatives from the Boston Public Health Commission, Department of Public Health, Carney physicians, and elected officials. Panelists discussed health issues affecting the minority communities such as the Haitians, Latinos and the Vietnamese.

#### Ambassador Program

The Ambassador Program places community members in contact with the leadership of Carney Hospital. With a more visible presence in the community, the hospital president, senior managers, physicians, nurses, and staff are in a better position to inform community members about existing resources and programs, as well as obtain valuable community feedback.



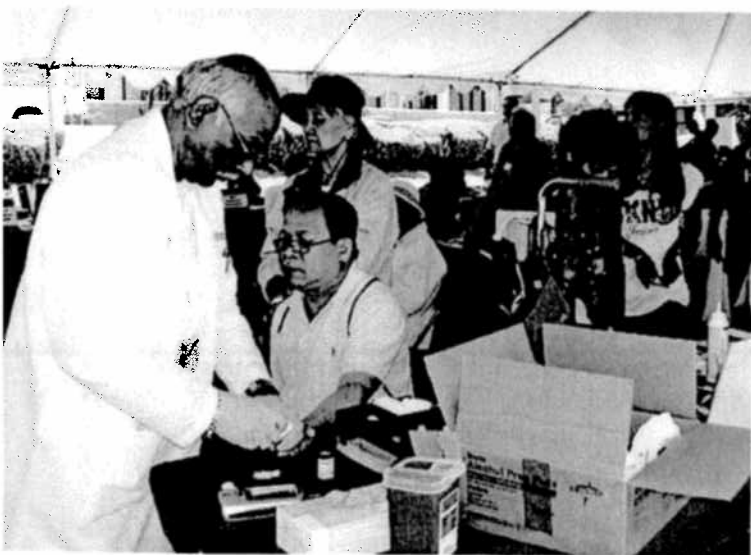
*Ambassador Program speakers' engagements included:*

- Thirteen lectures on diverse topics at the Haitian Cable Program.
- Nine lectures on diverse topics for the Boston TNT – Vietnamese Radio.
- Five lectures on diverse topics for the Neponset Health Center.
- Five lectures on diverse topics for the Dorchester House.
- Four lectures on diverse topics given at Carney senior suppers.
- Three diverse health topics for Sarah Care-Vietnamese Senior Center.
- Lecture given at Ashmont/Adams Neighborhood Association.

*Screenings:*

Seventeen screenings at various health fairs and at Carney included:

- One glaucoma screening (65 people were screened).
- Six blood pressure screenings (265 people were screened)
- Three glucose screenings (112 people were screened).
- Two PVD screenings (120 people were screened.)
- One Cardiovascular screening (11 people were screened). One patient required follow-up medical care.
- Free mammographies and self-breast exam instructions were offered. (12 mammographies were performed). Two patients required follow-up.
- A skin cancer screening was offered. (24 people were screened). Two required follow-up; two needed a biopsy.
- Two veins screenings (25 people were screened).



*Commonwealth Care Health Insurance Enrollment*

Among vulnerable populations in our service area, those who are underinsured and uninsured are most at risk. This problem is compounded by the economic downturn, growth in unemployment and home foreclosures. With the rising costs of gas and food, more and more of an individual's income is applied to basic living necessities such as food and shelter. This is exacerbated by the fact that income is not keeping up with inflation and layoffs have increase dramatically. As a result, health insurance is less of a priority and patients are not seeking necessary treatment because they cannot afford it. With this in mind, and with the passage of Health Reform legislation in 2006, Carney Hospital continues to provide education and support to members of the community on the Commonwealth Care Health Insurance program. Financial counselors also are available at all community health fairs and physician offices.

*Dorchester Substance Abuse Coalition*

Carney Hospital hosted and participated in Coalition meetings, and disseminated to Dorchester resident's information on substance abuse, in collaboration with the Neponset Health Center and others.

*Flu Clinics*

In the fall, 2009, Carney's Ambulatory Care Center (ACC) staff conducted 8 free flu clinics and administered 1,150 flu vaccines at a cost of \$2,326 (vaccines, syringes and staff hours) to the hospital. Inoculations were provided to community residents as well as to hospital employees. Nurses reached out to local churches, community-based organizations, assisted living facilities, and senior housing developments. Nurses directly targeted the multicultural populations in order to ensure that they had access to this much-needed service, despite limited availability at times.

*Carney Hospital Tobacco Treatment and Education*

QuitWorks, a stop-smoking service, is offered to patients. QuitWorks is the state-sponsored, evidence-based service to which health care providers may refer any Massachusetts patient, regardless of health insurance status. For patients not yet ready to commit to QuitWorks, a "Think About It" pamphlet is available on all hospital units.

The following four CPR program, sponsored by the American Heart Association, are available to the community: Health provider CPR, pediatrician aid, advanced cardiac life support (ACLS), and Train-the-Trainer.

#### *Workplace Skills and Education Program*

Coordinated by the human resources department and three teachers, this program, endorsed by the Council on Higher Education, provides resources for career development. The program offers Carney Hospital employees, their families and members of the community instruction in English as a Second Language, pre-General Education Development (GED) and GED certificate preparation. It also teaches post-secondary school communication skills, writing skills for work and school, keyboarding, and specific-need tutoring (e.g. working on pronunciation).

Learning skills are presented primarily by classroom instructors and through individual lessons via computer software. In addition to the specific education offered to participants, the program bolsters self-esteem and the confidence necessary to succeed in moving from low-wage or no employment to productive, higher-paying positions with added responsibilities and opportunities. The program provides students with the benefit of one-on-one tutoring and teaching. Participants obtain, among other things, college admission, job promotions and U.S. Citizenship. This past year, 28 employees and community residents used the educational services provided by this program, which costs the hospital over \$40,000 annually.

#### *In-Service Training*

In-service training is provided to hospital staff throughout the year. The nursing education department offers monthly education courses and lectures to nursing staff. The rehabilitation department also held in-service programs for their staff including Manual Therapy Evaluation and TX of the Spine, Wound Therapy, and Orthodontics and Prosthetics.

The Social Work Continuing Education Program offers programs to RNs, social work staff and medical interpreters. The audience ranges from 15 to 25 people.

#### *Women @ Work Program*

The Women @ Work Program at St. Mary's Women and Children's Center creates a supportive and nurturing environment that fosters personal growth and empowerment

for program participants. Women @ Work is a job readiness program designed to transition women into jobs and careers. Participants are encouraged to invest in themselves and the program to reach the following goals: gain self-confidence and self-respect, learn and employ positive life and job readiness skills, provide support for family, and seek to live a fulfilling and independent life.

In FY 2009, Carney Hospital served as an internship and job placement site. The women worked in a variety of departments, ranging from fiscal to medical records to human resources. The internship is generally four weeks in length and allows the participants to apply skills learned in the classroom.

#### *Dorchester Educational Advisory Board*

A representative from Carney Hospital serves on the Dorchester Educational Advisory Board. The group of approximately 40 people meets monthly to promote literacy among immigrants. Through this program, GED and English as a Working Language (EWL) classes are offered in order to better prepare immigrants to enter the workplace.

#### *Dorchester Community Collaborative*

The hospital is a steering committee member of the Dorchester Community Collaborative that represents many Dorchester and Mattapan non-profit organizations. Carney Hospital hosted their annual meeting and special meetings.

### **Community Benefits Services**

#### *Social Work Services*

Carney Hospital social workers are licensed clinical professionals who assist patients in finding solutions to a wide array of concerns. Our social workers are available to speak with patients regarding any issues that may impact their health, hospitalization, recovery or discharge, such as: adjustment to illness or hospitalization; family concerns; advance directives; nursing home placement; referral for community resources; support for victims of violence, including domestic violence, sexual assault and other forms of community violence. They strive to maintain the patient's dignity and confidentiality, while providing crisis intervention, counseling, information and referral services that are responsive to the patient's needs. Services provided are available to all without regard to financial status.

The social work department provides the following support groups to staff in-house patients, and the general community:

- "Grieving the Loss of a Loved One" support sessions were held on the 4th Thursday of the month and led by one of the hospital's chaplains throughout fiscal year 2009.
- The Social Work Department, in collaboration with the Women's Clinic for Health and Safety, provided leadership for a weekly support group for women affected by domestic violence.

#### Other Services

**Prescription Assistance:** The social work department provides prescription assistance to patients without Insurance coverage at an annual cost of approximately \$2,500.

**Medical Transportation:** Transportation to and from the hospital is provided on to patients with a medical need who have no other form of transportation at an annual cost of \$6,000.

**Community Assistance:** Through the social work department, the hospital was able to assist many needy families with food, toys and clothing over the Thanksgiving and Christmas holidays.

**Sr. Anna Food Fund:** Assisted 113 families, including 415 individuals with \$4,105 worth of food certificates for the 2009 holiday season.

**Toys for Tots Program:** Donated gifts were distributed to 240 children at an approximate value of \$1,920.

**Giving Tree:** Gifts of clothing, games, and gift certificates, donated by hospital staff were given to 41 teen-aged patients at an approximate value of \$1,025.

Social Work Programs and Expenditures .....	\$15,549.54
Medication Assistance for Patients .....	\$2,467.54
Medical Transportation via Taxi .....	\$6,031.99
Sr. Anna Food Program/Holiday	
Food Certificates .....	\$4,105.00 for 113 families
.....(424 individuals)	
Toys for Tots Program	
Gifts for 240 children .....	(approximate value- \$1,920.00)
Giving Tree: Gifts for	
41 teenagers .....	(approximate value - \$1,025.00)

#### Interpreter Services

During this past year, Carney Hospital served patients who speak 15 different languages. In order to provide the most effective care for all patients, cultural and linguistic competency is critical. Carney Hospital provides interpreter services through the use of on-site medical interpreters, volunteer bilingual and bicultural staff, and when necessary, telephonic services through the Language Line. These services are available to patients and family members in all areas of the hospital and at no cost to the patient.

The annual cost of interpreter services at the hospital is approximately \$302,000.

The Interpreter Services Department utilizes a broad range of resources to meet the needs of our LEP (Limited English Proficiency) patients: staff interpreters, free lance interpreters, the Employee Bank of bilingual and bicultural staff, and telephonic interpreter services via the Language Line.





In addition, there are medical interpreters to assist patients with appointments and procedures. The hospital also is committed to providing written materials in the patients' preferred language. The interpreters translate health-related information as well as informational flyers about health screening events at the hospital.

Social Work Programs and Expenditures .....	\$15,549.54
Interpreter Services Expenses.....	\$54,919.92
Catholic Charities and Free Lance Interpreters..	\$46,830.00
Language Line.....	\$4,552.28
Translations .....	\$2,562.64
MMIA Member/Training .....	\$975.00

#### Cultural Diversity Committee

The Cultural Diversity Committee, a sub-committee of the hospital's mission committee is comprised of volunteer staff from all areas of the hospital. The committee works to ensure the hospital provide a sensitive and culturally competent environment in which quality care is delivered with utmost respect to all patients and staff.

Carney is committed to:

- Fostering an environment in which all members of our diverse staff can freely contribute their full potential and all behaviors motivated by prejudice or bias are eliminated.
- Using the richness of diversity within the hospital and its community to provide quality health care to our multicultural community.
- Enhancing and expanding the hospital's relationship with its external communities.
- Providing training in cultural awareness to all employees.

Cultural competence training is now an integral component of the orientation program. Every new employee of Carney participates in this training, which includes information about the diversity of our patient population and the availability of interpreter services to meet the patient's needs.

To further expand staff understanding and appreciation of the diverse cultures served by the hospital, cultural presentations and celebrations are offered throughout the year. The audience is generally made up of a multi-disciplinary group, including physicians, nurses and other allied health professionals. Lunchtime presentations, offered to

employees and the community, allow individuals to share practices, beliefs, and holiday celebrations of their respective cultures.

The hospital also sponsors a number of annual major cultural celebrations, including the annual Martin Luther King Breakfast and the Lunar New Year celebration, which are generally attended by approximately 150 employees.

Cultural Diversity Expenditures: .....\$ 2,000.00

#### Community Benefits — Advocacy

Conference of Boston Teaching Hospitals (COBTH)

In the spirit of advocacy and collaboration, Carney Hospital values membership on COBTH's Community Benefits, Government Relations and Public Affairs Committees. Although supportive and active in all COBTH activities, these committees demonstrate Carney Hospital's citywide health-related policy and initiatives. COBTH membership and support enables hospital CEOs and community benefits staff to share successes and discuss ways to meet the challenges of health care.

Mayor Menino's Task Force

Representatives from Carney Hospital participated on Mayor Thomas Menino's task force to eliminate health disparities. The task force, comprised of representatives from all Boston's teaching hospitals, delivered recommendations to eliminate racial and ethnic disparities.

Task force goals, which the hospital continues to implement, are:

- Standardizing the collection and reporting of data on health care access and utilization by patients' race, ethnicity, socioeconomic status, and primary language to capture critical information needed to better understand factors associated with health care disparities.
- Increasing the proportion of racial and ethnic people among health professionals.
- Improving institutional cultural competence by developing and implementing cross-cultural education and anti-racism training opportunities for hospital employees.

- Developing opportunities for diversifying the racial and ethnic composition of governing boards at hospitals as well as incorporating regular board updates on the progress of hospital activities aimed at eliminating health disparities.

#### MassHealth Expansion Assistance Activities

Since 1997, Carney Hospital financial counselors, some of whom are multilingual, have been providing MassHealth Application assistance to low-income, uninsured, and underinsured patients and residents of our community. Applications are prepared by financial counselors and reviewed by an outreach worker from the Division of Medical Assistance for eligibility. Applications are reviewed by the Division of MassHealth for compliance with program eligibility criteria. Throughout FY 2009, the hospital's financial counselors prepared hundreds of applications for review.

Carney Hospital also contracts with an outside vendor to work with patients with special needs. The vendor is well versed in government regulations and experienced with the administrative appeals process necessitated by some denials. The hospital sources applications for patients with mental health or substance abuse problems, adolescent psychiatric patients, and patients of any age who require placement in a long-term care facility.

Additionally, the hospital's social work department ensures that patients and family members receive assistance with the MassHealth application process. Social workers routinely recommend that family members work with financial counselors, who provide assistance with the Disability Determination Supplements and Community MassHealth Applications. This collaborative effort has increased MassHealth enrollment.

#### Medical Community Provider Status

Until we can achieve true health care reform, which provides health insurance coverage and access to care for all people, Carney Hospital will advocate in every possible way for a system that reimburses hospitals, physicians and other health care providers for the true costs of providing care. This work is of vital importance because the services we provide are crucial.

- During fiscal year 2009, Carney Hospital was recognized as an Essential Community Provider and awarded \$4 million in supplemental funding to acknowledge the fundamental and essential role our hospital plays in

providing care to residents of our community. This important funding, which was applied toward the hospital's 2009 budget, was a result of collaborative efforts by our hospital and members of our Board of Trustees, and members of our community at large.

- Services provided by Carney's Emergency, Psychiatric and Interpreter Services Departments are essential in the ethnically diverse and economically disadvantaged communities served. Approximately 20% of Carney's Emergency Department patients in FY 2009 had psychiatric or substance abuse diagnoses, and of those patients, about half were admitted to the hospital's medical and psychiatric in-patient units.
- More than 46% of adult and geriatric psychiatric patients are from outside the hospital's primary service area. This demonstrates the critical role that Carney plays in caring for mental health needs in the Commonwealth.
- Carney employs five full time interpreters to facilitate care to non-English and limited-English patients.

#### Caritas DoctorFinder

Caritas DoctorFinder is a physician referral service operated by Caritas Christi Health Care. The service provides patients with information to help them find a health care professional who can meet their specific needs. DoctorFinder refers physicians at Norwood Hospital, Good Samaritan Medical Center, Carney Hospital, Holy Family Hospital, St. Elizabeth's Medical Center of Boston, Saint Anne's Hospital, and Good Samaritan Hospice. Patients may access the program by telephone at 800-488-5959 or on the web at [www.caritaschristi.org](http://www.caritaschristi.org).

#### Mission and Spiritual Care

The Mission and Spiritual Care Department offered several programs that assisted patients, staff and community members. The Mission Committee holds various drives to aid the poor and needy in the community. A food collection at Thanksgiving, a Giving Tree, Toys for Tots, and a backpack project to provide school supplies to local children are among the Mission projects. The Cultural Diversity Committee, part of the Mission Committee, holds monthly programs such as Hispanic Heritage, Martin Luther King, Jr. Breakfast, Black History Month, Haitian Heritage, Lunar New Year, and Caribbean Heritage celebrations.

### Parish Outreach

As part of mission outreach, Carney Hospital has been sponsoring flu clinics at parishes for many years. Carney's nurses visited area churches, providing free flu vaccinations to hundreds in order to help keep the neighborhood healthy.

### Interfaith Memorial Service

The Department of Mission and Spiritual Care offers an annual interfaith memorial service at the hospital to minister to the bereaved in the community. This time of prayer provides an opportunity for individuals who have experienced the death of a loved one to come together with others who have suffered a similar loss. A time of sharing and refreshments follows the service, allowing the bereaved time to speak personally with the chaplaincy staff, to recall their loved one's last days, and to seek support and healing in their journey through grief. The Department of Social Service and the Department of Spiritual Care share responsibility for a bi-monthly bereavement-counseling group.

### Palliative Care Services

Our Spiritual Care team, in collaboration with our nursing staff, offers medical, emotional and spiritual support for patients nearing the end of life and for their loved ones. Families are educated about palliative care for pain management and symptom control. We connect patients and their families to hospice support, when it becomes necessary, so that they will have the appropriate resources during the final stages of life.

The hospital's Ethics Committee provides consultative aid along with the Spiritual Care Department and the medical team when dealing with end-of-life issues. With the aid of a grant, the Mission Committee sponsors a course in end of life issues for specific ethnic groups served by Carney Hospital. The Ethics Committee works to present difficult issues from an ethical perspective and to provide education and values clarification for both patients and their families.

### Junior Services

Carney Hospital volunteer services provide volunteer opportunities for the community (teens through seniors) to develop workplace skills, increase motivation and self-esteem, and foster friendships, while providing a benefit to the hospital and its patients.

Volunteers provide office and clerical support, patient mail delivery, admission sign-in, emergency room patient sign-in, women's imaging sign-in, lobby switchboard, filing for cardiology, rehabilitation, gift shop and foundation offices Medical Records filling, Medical Library, Mail Room, Bio Med, Medical Procedures, Wound Care . This year, volunteers from the community contributed over 9,000 hours to the hospital. There are a total of 45 volunteers ranging in age from 15 to 82.

### Helping the Homeless

The Security Services team devotes a significant amount of time to the homeless cause. Carney Hospital Security Services partners with the Boston Police Department's District C-11 to assist homeless patients and visitors. The Security Services team also works with the Pine Street Inn to place homeless people who come to the hospital daily for shelter.

### Notable Challenges, Accomplishments and Outcomes

We continue to face two major challenges in the implementation of our community benefits plan each year:

- Keeping pace with the fast growing immigrant populations and their needs.
- Keeping up with those who are uninsured and who seek care at Carney Hospital. We continue to receive less reimbursement than what we spend to care for patients who have no ability to pay. The current economic environment is adding to this issue.

### Advanced Clinical Capabilities

- The Carney Diabetes Center will open in the summer 2010. This center will provide specialized care to diabetics. It will provide space for central care of the diabetic and offer certified diabetes educators, a dietician and an endocrinologist.
- Carney Hospital has purchased a digital mammography machine that allows for state-of-the-art mammographies.
- In an effort to ensure that individuals get the best possible care for stroke, the Massachusetts Department of Public Health (DPH) reviewed specific hospitals, including Carney Hospital, to serve as designated providers of stroke care based on staff expertise and technology. Following several months of ongoing work toward meeting compliance with the DPH regulations, Carney Hospital was designated a provider of primary stroke services.

- A non-surgical procedure to successfully treat uterine fibroids is performed at Carney since the fall, 2004. Uterine fibroid embolization (UFE) is a simple yet effective procedure performed by a gynecologist and interventional radiologist. Rather than remove the fibroids surgically, UFE shrinks them by cutting off their blood supply.

#### Culturally Diverse New Physicians

Carney Hospital continued its efforts to recruit physicians who reflect its diverse community. During the past year, three new primary care physicians, an endocrinologist, a gastroenterologist, four pulmonologists, three cardiologists, and two orthopedic surgeons were added to the medical staff.



## VII. Next Reporting Year

#### Anticipated Goals and Program Initiatives

Based on the Carney Hospital 2009 Community Health Needs Assessment Report, goals and program initiatives for FY 2010 will center chiefly on diabetes. The hospital aims to achieve the following with the support of the internal and external advisory committees, Board members, hospital administration, staff, and community organizations:

##### 1. Diabetes Program

Carney Hospital has significantly increased its commitment to excellence in the treatment of diabetes through the hospital's new Carney Diabetes Care unit, slated for opening in 2010. In addition, the hospital's Diabetes Education Program affords physicians the opportunity for their patients to achieve diabetes management on a consistent basis that is standardized, patient-oriented and meets clinical guidelines set forth by the American Diabetes Association. The program will offer the patient continual access to an experienced clinician who coordinates diabetes care, implements clinical management and promotes patient education. The American Diabetes Association clinical guidelines will serve as the guide for the purpose of improving health outcomes for the diabetes population. Patient outcomes will be tracked with a computerized system.

##### 2. Reconfigure ambulatory care to meet the needs of our diverse populations.

The construction that provides expanded offerings of services is a key component to future of the hospital. This provides a new entrance and improvements to grounds of the medical office building.

##### 3. Continue to provide enhanced imaging services to the community.

The addition of MRI and PET/CT scanning on campus ensures that the community's imaging needs are being met. In addition, the hospital is now offering Breast MRI and digital mammography.

##### 4. Health Education and Screenings

We will continue to provide a series of lectures and screenings to address serious health issues within our community, especially for at-risk populations, and provide an avenue for early detection of diseases.

##### 5. Legislative Breakfast

The hospital will host a legislative breakfast as it does each year, in order to inform and educate our legislative leaders about health care concerns in our neighborhood. The breakfast sessions provide Carney an opportunity to share concerns regarding the health, social and support needs of our community and the legislators' constituents.

##### 6. Health Care, Education, and Screenings for Seniors

Given that Dorchester has the largest population of seniors in Boston, programs that provide them with basic health care and the opportunity to socialize while receiving health education are critical. The hospital will continue its flu vaccine outreach to seniors and will also periodically offer "Healthy Aging" lectures on topics of interest like osteoporosis and arthritis.

### 7. Hepatitis B and the Vietnamese Population

The gastroenterology practice at Carney Hospital provides comprehensive care for a full range of gastrointestinal conditions, including Hepatitis C. Hepatitis C is common in Southeast Asian populations. Since Dorchester's community is growing, the hospital is seeing many more Vietnamese individuals with Hepatitis B. Therefore, the gastroenterology practice will continue to grow to accommodate those patients.

### 8. Projected Outcomes

We anticipate that our community benefits programming will help us achieve the goal of improving the health and well being of individuals and families in our community. Activities are implemented with the support of hospital administration and our Trustees (particularly those who serve on the Community Benefits Advisory Committee established in February 2009), physicians, and staff in cooperation with the community to ensure effectiveness. The outcomes are expected to be the achievements of the short-term objectives and the preliminary development of the long-term objectives identified in Section V.



## VIII. Community Benefits Expenditures for FY 2009

### Community Benefits Programs

Direct Expenses .....	\$886,117
Associated Expenses .....	0
Determination of Need Expenditures.....	0
Employee Volunteerism .....	\$154,368
Other leveraged Resources .....	0

### Community Service Programs

Direct Expenses .....	\$93,980
Associated Expenses .....	0
Determination of Need Expenditures.....	0
Employee Volunteerism .....	0
Other leveraged Resources .....	0
Net Charity Care for FY 09:.....	\$551,509
<b>Total Expenditures for FY2009 .....</b>	<b>\$1,685,974</b>

### Total Patient Care-related expenses for 2009

..... **\$107,320,101**

### Additional Considerations

The major challenges facing Carney Hospital are similar to those facing hospitals across the country. Program needs continue to outpace financial resources. Reduction in state and federal reimbursement makes it more difficult each day to carry out our mission of caring for the poor and the underprivileged in our society. In FY 2009, Carney Hospital incurred \$4,341,141 in unreimbursed costs for Medicaid and \$829,434 in bad debt.

## IX. Contact Information

If you would like more information or additional copies of this report, please contact:

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# Good Samaritan Medical Center

A CARITAS FAMILY HOSPITAL



## Our Community Benefits Report

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## I. Mission and Values

### Mission

Caritas Christi Health Care, rooted in the healing ministry of Jesus, is committed to serving the physical and spiritual needs of our community by delivering the highest quality care with compassion and respect.

### Vision

We envision an exceptional Catholic health care ministry, which will lead to the transformation of health care.

### Values

Compassion  
Accountability  
Respect  
Excellence

As men and women working in healthcare, we have the privilege of effecting change everyday. It is our way of offering service that makes us different. Our identity as a Catholic health care system is reflected in who we are and how we act. It is reflected in who we serve and how we care for those we serve. It is reflected in how we treat one another, and it is reflected in how we contribute to the common good. Our identity and our integrity are a result of using our time, our talents, our compassion and making concrete efforts to work for the dignity of every person.

## II. Overview Good Samaritan Medical Center

### Our Commitment to the Community

Good Samaritan Medical Center (GSMC) has a long history of collaborating with local partners to provide necessary services and programs to the residents of our community. We pride ourselves in the work that we do to plan, deliver and measure community benefits that are delivered in response to the health needs of target populations.

The Medical Center is committed to:

- Improving the overall health of people in our community.
- Providing accessible, high quality care services to those in our community.
- Working in collaboration with staff, providers and community representatives to improve health status.
- Identifying and prioritizing unmet needs and selecting those that can most effectively be addressed with available resources.
- Contributing to the well-being of our community through outreach efforts including, but not limited to, reducing barriers to access, preventative health education, screening, and wellness programs.
- Regularly evaluating our community benefits program.

*Approved by the Good Samaritan Medical Center Board of Trustees.*

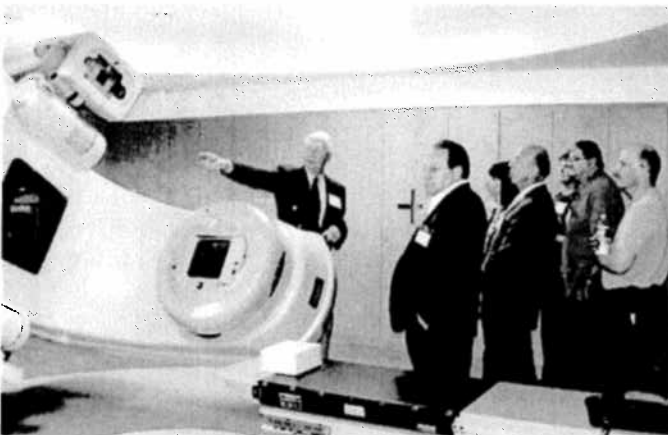
### Good Samaritan At a Glance

Good Samaritan Medical Center's primary service area consists of: Brockton, Easton, Norton, Stoughton, Sharon, Canton, Avon, Holbrook, Randolph, Whitman, Abington, Rockland, Hanson, Halifax, East Bridgewater, Bridgewater, West Bridgewater, Raynham, Taunton, Berkley, Middleboro, and Lakeville.

Employees:	1,800
Total Medical Staff:	450
Registered Nurses:	484
Total discharges:	15,692
Total number of beds:	231

#### Key services

- Comprehensive Cancer Program
- A full range of cardiology services including primary angioplasty, cardiac rehabilitation and elective angioplasty as part of the Mass Comm Trial
- Specialized care in surgery including the Goddard Campus SurgiCenter
- Family-centered obstetrics with Special Care Level II Nursery and a partnership with Children's Hospital Boston Physicians for neonatology
- Behavioral Health
- Occupational Health
- Pain management
- Substance abuse (Caritas NORCAP Lodge)
- Nationally accredited diabetes program
- Advanced diagnostic imaging including 64-slice CT scanner



#### Awards, Recognitions and Certifications

- Good Samaritan has received the Gold Seal of Approval from the Joint Commission on Accreditation of Health Care Organizations for meeting all of its national standards for health care quality and safety, and we have the highest rating possible for a community hospital cancer program from the American College of Surgeons Commission on Cancer. 2006-present
- Good Samaritan Medical Center was recognized in the 2008 Hospital Value Index™ by Data Advantage, LLC as the #13 ranked among the 100 Best Value Hospitals (highest rank of US hospitals regardless of location). Fall, 2008

- In 2008, GSMC was recognized by the American College of Surgeons Commission on Cancer as a "Best Practice" for a Clinical Cancer Conference policy. We also received a Three-Year Approval with Commendation for our comprehensive cancer care program from the Commission on Cancer.
- Good Samaritan Medical Center also has received numerous other awards including a Massachusetts Hospital Association Trustee Excellence in Leadership award, recognition by the Mass DPH for two Breastfeeding Achievement Awards, accreditation renewal for our cardiovascular laboratory, and numerous recognitions for our Community Outreach and Interpreter Services Department.

### III. Community Benefits Program Development

In response to the Massachusetts Attorney General's revised Community Benefits guidelines, Good Samaritan Medical Center established in FY 2009 two committees that formalize the annual Community Benefits plan.

The Community Benefits Hospital Leadership team consists of the president and senior administrators who oversee critical patient care services. The Community Benefits Advisory Group is comprised of representatives from local health and human services agencies, and other community stakeholders.

A formal community health needs assessment was completed in June 2009. The results will be used to establish community benefits priorities and planning for the next three years, beginning in FY 2010.

For its FY 2009 Community Benefits plan, Good Samaritan Medical Center rigorously reviewed information from a number of sources. These resources include, but are not limited to:

- City and statewide demographic information including short and long-term projections
- Immigrant populations health data
- Area agency health studies

#### IV. 2009 Target Initiatives

After reviewing the most up-to-date available data, existing community resources, and current health trends, the following populations were identified as priorities for FY 2009:

- Linguistic and Cultural Minorities
- Uninsured and Underinsured Individuals
- Women Seeking Prenatal Care
- Seniors

##### *Programs and Services for Linguistic Minorities*

The City of Brockton, home to a diverse ethnic and racial population, continues to attract a number of new residents from other nations whose primary language is not English. Access to health care services is a great concern for non-English speaking people and is an important public health issue.

In addition to language/cultural diversity, Brockton experiences income and poverty pressures:

- The per capita income in Brockton is \$17,163
- 15% of the population lives below 100% of poverty level
- 33% of Brockton residents live below 200% of the federal poverty level
- Nearly 16% of the population is Medicaid recipients
- Income levels in Brockton are lower than Massachusetts' averages and the rates of people living in poverty are approximately one and a half times the state's averages.

To respond to the needs of linguistic minorities, Good Samaritan Medical Center was one of the first community hospitals in the Commonwealth of Massachusetts to establish a comprehensive, 24-hour per day Interpreter Services Department which provides visual, written and oral communication with all persons receiving treatment regardless of native language or form of impairment. The program has been in place since 1993 and has received numerous local, state and national awards for its innovative services.

The medical center devotes the resources necessary to provide economic and philosophical support to ensure that the Interpreter Services program is effective. Access to interpreters is widely publicized throughout the facility through signage and brochures in many languages. The availability of interpreter services is communicated in the community through collaborative outreach activities. The program is

advertised in other languages. Key documents such as the patient handbook and many patient education materials are also published in alternative languages.

The medical center annually assesses the community's language needs. The most recent community health needs assessment utilized statistical data available through MassCHIP and the U.S. Census. Demographic data is captured from all patients upon admission to the medical center. Clinical staff has been trained to assess the need for an interpreter. This service is available throughout the hospital as well.

The hospital community outreach educators and interpreters take the lead to ensure that the families' total health care needs are met. They often enroll people in health plans available to meet their circumstances. In FY 2009, Community Outreach and Interpreter Services (COIS) provided case management and enrollment assistance to **more than 2,300 people** in the Commonwealth Care, MassHealth and Health Safety Net programs. These do not include the numbers for enrollment done by the Financial Counseling department. Other issues are also handled on the spot or referred to the most appropriate people. Because of the high incidence of non-English speaking people in the community, and the likelihood that without properly interpreting patients will fail to keep appointments or comply with physician's orders, the medical center provides medical interpreters in physicians' offices upon a patient's request and at no cost to the patient or physician. In the last year, we assisted **more than 1,700 patients** by providing them with this service.

The Community Outreach and Interpreter Services staff also conducts many community outreach activities, ranging from distributing door-to-door information on the availability of health services, to attendance at cultural festivals, health fairs, and civic events where their patients congregate. In addition, numerous translations are done for local community agencies at no cost to facilitate communication with LEP patients.

Cultural Competency Education is an essential component in providing care to a very diverse patient population. Good Samaritan Medical Center knows that lack of understanding and awareness of cultural differences and beliefs can create barriers for both patients and providers to achieve optimal quality care.

#### *Programs and Services for the Uninsured and Underinsured*

According to Area Health Education Center's 2005 community need assessment, lack of health insurance coverage or inadequate coverage was identified as a major barrier to accessing health care in the GSMC service area. Despite the introduction of the Commonwealth of MA's Health Care Reform act, certain vulnerable populations such as the un-documented, remain uninsured or underinsured.

Good Samaritan Medical Center continues to provide the following steps to increase access to care for the underinsured and uninsured by:

- Linking people to primary care and prenatal care
- Working to increase insurance coverage
- Case Management of individuals and families
- Community Outreach to provide information about free or low cost insurance programs
- Enrollment of individuals and/or families into appropriate medical insurance programs
- Public Service Announcements to the English and linguistic communities on radio and cable programs about Health Care Reform insurance products

In 2009, Good Samaritan Medical Center's team of multilingual financial counselors was able to **submit 3,940 Virtual Gateway applications** and Re-determination applications. Counselors also assisted patients to gain a better understanding of the Medicare Part D programs. Additionally, counselors were instrumental in filing applications for Prescription Advantage, for the unemployed and Disability Determination Applications on behalf of numerous individuals.

In conjunction with the above efforts to ensure health care coverage for all, staff continues to assist with filing several hundred re-determination applications annually in order to avoid termination of benefits and a lapse in access to much needed health care services.

We have been working diligently with the Aliens With Special Status population to ensure continuous care with their primary care physicians. **We assisted over 250 people in FY 2009.**

#### *Programs and Services for Women Seeking Prenatal Care*

##### *Our Services for the Youngest Members of Our Community*

Good Samaritan Medical Center's national award winning Community Outreach and Interpreter Services Department utilizes bilingual and bicultural community outreach educators to teach women about the importance of obtaining appropriate prenatal care. Since the program's inception in 1997, hundreds of women have been able to obtain access to insurance, primary care, and culturally and linguistically appropriate prenatal care.

The COIS Department provides community outreach to a very diverse patient population with staff that are both bilingual and bicultural. In addition, the COIS staff:

- screen uninsured and underinsured women for eligible insurance programs,
- assist them in making appointments with physicians,
- coordinate referrals to appropriate services and
- upon patient's request, provide interpreters at physician office visits to ensure the continuity and understanding of treatment.



##### *Maternity Services Personalized Plans of Care*

Our Center for Women and Children Obstetrical Services offers personalized and individualized care for every patient. An Obstetrical Patient Advocate — a childbirth concierge — coordinates the labor and delivery experience for every mother-to-be and her family. Our Family Preference Plan lets patients customize their labor and make decisions about important issues such as pain control, visitors, religious, cultural, and educational needs.

Ninety percent of our patients are delivered by their own doctor or midwife and we consistently score in the top 5 percent nationwide for patient satisfaction.

The Center for Women and Children Obstetrical Services at Good Samaritan Medical Center also offers Labor/Delivery/Recovery rooms, a Level II Special Care Nursery that is affiliated with Children's Hospital Boston, anesthesiology and pain management consultations, high-risk pregnancy consultations, maternal/fetal medicine specialists, prenatal testing including ultrasound, amniocentesis and chorionic villus sampling, patient education courses and support groups. The clinical OB team at Good Samaritan Medical Center includes experienced physicians, nurse midwives and registered nurses.

We are especially attentive to non-English speaking patients, demonstrating sensitivity to cultural and linguistic diversity and guaranteeing that all patients receive the same highly personalized birth experience. Since 20% of our OB patients speak Spanish, Portuguese or Haitian-Creole, trained medical interpreters in these languages are available in the hospital twenty-four hours a day, seven days a week.

The lactation services at Good Samaritan Medical Center include:

- Prenatal breastfeeding classes and support
- Postpartum breastfeeding education and support
- Special Care Nursery education and support
- Telephone consultations
- Outpatient mother and baby lactation consultations
- Collaboration with community WIC offices
- Breast pump arrangement assistance

#### *Patient Education and Support*

An important part of our personalized patient experience is education and support before and after childbirth. The hospital's 75-page childbirth book, "Congratulations, You're Having a Baby" is given to each patient and is published in English, Spanish, Portuguese, and Haitian-Creole. Our DVD for new parents on "What Do We Do Now?" is a 90-minute video that answers common questions and demonstrates all aspects of newborn care. This DVD is produced in English, Spanish, Portuguese, and Haitian-Creole.

The medical center also offers a wide range of free patient education courses and support groups including:

- prepared and refresher prepared childbirth,
- teen prepared childbirth,
- breastfeeding, sibling and parenting multiples classes,
- infant CPR and first aid,
- infant massage,
- Mommy & Me as well as breastfeeding support and mother groups.

#### *Daddy Boot Camp for New Dads*

Good Samaritan Medical Center is a licensed site with a trained certified instructor to host the innovative and powerful workshop, Daddy Boot Camp for New Dads. Boot Camp workshops feature veteran dads talking frankly about their experiences as they became fathers and the issues they found to be most important. Each new group of veterans adds its own insights, which keeps the course content fresh and focused on the real needs of new fathers.

The veteran fathers, with their babies on their laps, are very effective in communicating the opportunities and rewards of personally caring for, and connecting with, their children. Their expectations that each man will do their best for their children is implicit in everything they say and do, and their frank explanations of the realities they faced and their encouragement create a trusting and motivating environment. Men respond to a challenge from other men, as well as to the guidance of those with experience, and the best traditions of sports and the military are represented in Boot Camp's man-to-man training approach.



#### *Infant Car Seats*

In adherence with Massachusetts state law, GSMC provides infant car seats free of cost to new mothers who otherwise would not be able to afford it. **In FY 2009, 17 infant car seats were provided** to mothers at no cost. In addition, education is provided on the Massachusetts state law governing infant car seats. Instruction on use of the car seat is given in a booklet, and interpreter services also will assist with interpreting the proper use of the car seat if the situation warrants.

#### *Annual Baby Shower*

An annual baby shower is organized by the OB Patient Advocate with the help of Social Services, Interpreter Services and volunteers. The Baby Shower benefits mothers who have limited support and income. All employees in the hospital are invited to participate by bringing in new baby items and gifts. **In FY 2009, we provided 24 mothers with these gifts.**

#### *Knacky Knitters*

The Knacky Knitters Program was developed to provide each baby born at Good Samaritan Medical Center the gift of a hand-made cap and blanket. The program offers volunteers and members of the community the opportunity to knit for our new mothers and their babies. Since its initial inception, the program has expanded to include afghans for adult patients, primarily in the Adult Behavioral Health Unit and knitted goods for our oncology patients.

#### *Wee Care Program*

GSMC has implemented a program to help to alleviate children and families from the stress of the wait times that may occur in the Emergency Department. In February, 2009, the Volunteer and Guest Services Department received a small donation of teddy bears from a department store. This initial donation has grown to over 60 cases of stuffed animals and books to young patients and their siblings.

We believe that providing these families with a book, coloring book and crayons, or stuffed animal during this time will make their experience at the hospital just a little more "bearable."

#### *Programs and Services for Our Seniors*

##### *Senior Behavioral Health*

Good Samaritan Medical Center offers inpatient psychiatric treatment programs. The Senior Behavioral Medicine Unit is a 16-bed psychiatric unit for individuals over the age of 59. The unit services patients who have difficulty dealing with depression, anxiety, forgetfulness, confusion, as well as other changes that affect their daily life. Many suffer from the devastating effects of Alzheimer's disease.

**In 2009, 494 patients from various Massachusetts counties were admitted to this unit.** These patients come from a variety of settings; including nursing homes, group homes, assisted living, private homes, and other hospitals. In 2009, GSMC expanded both the number of providers on staff and additional insurance providers to allow access to a greater number of seniors in need. A multi-disciplinary team of psychiatrists, physician assistants, social workers, occupational therapists, dieticians, pharmacists, and nurses are involved in each patient's care.

Clinicians and staff from the Behavioral Health unit often participate in health fairs and community educational programs in the greater Brockton area. In addition, the Behavioral Health department sponsors several educational forums for clinicians and the community on current topics in mental health, with a concentration on the elderly population.



### Senior Suppers

Good Samaritan Medical Center invites adults age 60+ for a monthly senior supper. At a cost of \$4 per person, seniors receive a well-balanced meal between the hours of 3:00 pm - 4:30 pm. The event provides a caring atmosphere and socialization for those who attend.

The monthly Senior Suppers are advertised through mailings, the distribution of flyers in Brockton and surrounding communities with the assistance of the Council on Aging and the Brockton Housing Authority, newspaper calendar notices, and the hospital web site.

In addition to the meals, the senior suppers are an effective vehicle for providing monthly educational programs by our physicians, health professionals, and community-based speakers. The format of these programs include: discussion, handouts, and a question and answer period for our participants. The senior supper programs are always well attended. All suppers are staffed by hospital volunteers.



### Senior Supper Activities - 2009

Month/Date	Speaker	Topic	# of Attendees
10/21/2008	Donna Shecrallah, Director of Volunteers	Volunteering Opportunities at GSMC	105
11/18/2008	Patricia Webster, BSN, RN, WCC, Program Director; Lynn Bosse, RN, Clinical Coordinator	Good Samaritan Opens a New Wound Care Center	102
12/16/2008	South Shore Senior Chorus	Holiday Sing-a-long	84
1/20/2009	Leslie Brunson, OTR/L, Director of Rehab; LeeAnn Cerretani, LCSW, M.Ed., Clinical Liaison from Southeast Rehabilitation in Easton	Fall Prevention	80
2/17/2009	Dan Parkinson, P.T., MBA, Director of Clinical Services at Braintree Rehabilitation Hospital	Stroke Prevention	65
3/17/2009	Jodi Morin, GSMC Endo	Colon Cancer & A Healthy Diet	100
4/21/2009	Dr. Stephen Brown	Radiation Therapy in Comprehensive Cancer Care	95
5/19/2009	GSMC Staff Screener	Stroke Screening for AHA with BP	135
6/16/2009	Maureen Thompson	Home Care and Staying Independent	141
7/21/2009	Timothy Cruz, D.A. of Plymouth County	ID Theft & Fraud	134
8/18/2009	Donna Shecrallah, Director of Volunteers	Summer Safety	110
9/15/2009	Lisa Harris	Senior Health Options	88

## V. Support Services and Programs at the Medical Center

### Food Pantry and Clothing Closet

GSMC also has identified a way to meet the needs of those patients and community members who are in need of food and clothing. The Mission and Values Committee established a Food Pantry and Clothing Closet conveniently located in the medical center. It is available to anyone who states they have a need. To date, we have assisted several hundred families. Approximately \$10,000 in food and clothing is distributed annually. **In 2009, 288 families were assisted with food and clothing.**

### Spiritual Care

An important part of GSMC's mission is to nurture the spiritual care of our employees, patients and visitors. To support our mission, the following services were offered in 2009:

- Daily Mass held in the hospital chapel with many people from the external community attending every day. Approximately 200 people attend on Saturday at 4:00 p.m. and 125 attend on Sunday at 8:30 a.m. Weekday Mass has about 20 people in attendance.
- A Memorial Mass for families of patients who have died at GSMC is held monthly with an invitation/announcement sent out to each family. About 30 patients die at GSMC every month. The announcement is sent out to non-Catholic families with the option of excluding their loved one's name if this is not according to their wishes or faith tradition.
- An Inter-Faith Memorial Service is held in the spring for parents who have suffered a death of a child. Labor and Delivery Unit and Social Services staffs coordinate the program.
- Funeral Masses or services also are held by priest, minister, or rabbi for former patients of various faith traditions.
- A "PoorBox" Fund is available for patients, employees and volunteers who find themselves in a particular need. Money has been given to help with funerals, food orders, clothing, prescriptions, bus and train travel, and for food at Thanksgiving, Christmas and Easter.
- Some of the chaplains conduct a "Pie In The Sky" program, which sells pies at Thanksgiving time. Pies are donated by a bakery, but the entire selling price of \$25 is put into a Community Fund to feed local families. In 2009, over \$1,000 was raised.

### Transportation

Good Samaritan Medical Center assists patients unable to provide their own transportation with rides to and from the hospital and outpatient centers. **Over \$55,000 was expended on taxi vouchers for patients without transportation in 2009.**

### Volunteer Services

This past year has been one of tremendous growth for the Volunteer and Guest Services Department both in the number of volunteers and in the scope of service. The department continues to recruit for and support four campuses: Good Samaritan Medical Center, Goddard Medical Center, Occupational Health in Avon, and Norcap Lodge in Foxboro.

**In 2009, the combined campuses benefited from 300 volunteers donating more than 41,000 hours of service.**



Volunteers range in age from 14-92 and offer assistance in the gift shop, information desk, emergency room reception area, guest services, as greeters and in over 40 other service areas throughout the medical center. High school students – “junior volunteers” – also gain valuable experience volunteering their time as well as getting direct insight into the medical field.

Good Samaritan Medical Center serves as a site for Brockton High School students as well as students from MyTurn Inc.

**Paid internships were provided for 6 students during 2009.**

## VI. Education for The Community

Good Samaritan Medical Center prides itself on the vast educational offerings for the general public and medical professionals.

### Medical Library

The Good Samaritan Medical Center library is a member of regional and national library networks developed by the Massachusetts Board of Library Commissioners and the National Library of Medicine. The networks facilitate the flow of information by linking all libraries together regardless of types.

The library is open to the medical staff, all employees, students, and the general public. The public is welcome to visit the library and may make appointments with the librarian for help with research or for instruction on the use of health-related databases. While community members may not remove materials from the library, photocopiers are available for everyone's use. A part-time librarian is available to assist with medical research and information, including patients, families, and students

### Community Cancer Education

Responding to the need for locally provided cancer care, Good Samaritan Medical Center offers a multidisciplinary, full range of services for the prevention, diagnosis, treatment, rehabilitation, and follow-up of cancer. These services are available on-site and in cooperation with other area facilities.

Good Samaritan Medical Center is accredited by the American College of Surgeons Commission on Cancer as a Community Hospital Comprehensive Cancer Program. Cancer program activities are overseen by a Cancer Care Committee and include weekly Oncology Conferences, a Cancer Registry, a Quality Management Program, and a Community Outreach Program that is actively involved in improving the health of our local community.

The Pathology Department is accredited by the College of American Pathologists (CAP) and is an integral component of the cancer program. This distinction recognizes that our cancer patients receive the highest quality care.

*The following programs and services were provided by GSMC cancer center staff during FY 2009:*

### Millie Moynihn Cancer Resource Center

The Millie Moynihn Cancer Resource Center is located in the Radiation Oncology Center at 818 Oak Street. It provides a quiet place where patients, family and friends can research a disease, its diagnoses, the latest treatments, alternative therapies and support groups through books, pamphlets and high-speed internet access.

### Community Education Programs on Cancer Topics

In addition to the ongoing medical education that is provided for physicians, nurses and allied health professionals, a series of educational programs on various cancer-related topics has been created for the community. The format for these programs, created in 2009, includes presentations by physicians from various medical specialties, along with other health professionals and community members who have experience with the topic. The programs are interactive and include a question and answer segment. **In 2009, 88 community members attended these programs.**

### Reach a Friend, Teach a Friend

GSMC has worked in collaboration with the American Cancer Society, Massachusetts Department of Public Health (DPH), Brockton Hospital, the Brockton Neighborhood Health Center, and several faith-based organizations to train health care staff and liaisons from the local churches to become breast cancer educators. This concept has been adapted in order to offer several educational forums on breast health to adults who speak English as second language.

**Ninety women participated in this program during 2009.**

#### **Brockton Prostate Cancer Work Group**

GSMC continues to work collaboratively with other local community agencies, health care providers, and the Massachusetts Department of Public Health to increase awareness about prostate cancer and the need for early detection. The Work Group originally formed in 2006 to address health disparity issues, specifically concerning prostate cancer, among men living in the Brockton area.

#### **Free Prostate Cancer Screening**

Prostate cancer screening has been recommended for men over age 50, or younger, if there is a family history of prostate cancer or for African American men who are at a higher risk for this disease. Annually, no cost physical examinations by urologists and prostate-specific antigen (PSA) laboratory tests are offered to men in the community. **Thirty-four free screenings were provided during 2009.**

#### **Free Skin Cancer Screening**

Skin cancer is one of the most preventable types of cancer. At least once a year, a person should have a clinical skin exam, either by their usual provider or by a dermatologist. A clinical skin exam is a visual exam of the skin done by a trained healthcare professional. While this isn't a problem for those with excellent health insurance plans, there are many people who do not have health insurance or whose insurance won't cover such a visit. **GSMC provided 61 free screenings during 2009.**

#### **Free Head and Neck Cancer Screening**

According to the American Cancer Society, this year more than 87,560 people in the U.S. will be diagnosed with cancers of the head and neck. When these cancers are detected early, the average survival rate is more than 90 percent. In 2009, a collaborative effort with the physicians from ENT Specialists, Inc. was initiated to educate members of our local community about head and neck cancer and to provide screenings at no cost. **GSMC provided 49 free screenings during 2009.**

#### **Cancer Survivor's Day**

GSMC hosted a luncheon with educational presentations on survivorship issues and nutrition. **Forty-three cancer survivors and their supporters attended.**

#### **American Cancer Society "I Can Cope Program"**

The following programs were led by the GSMC dietician who is a certified "I Can Cope" program facilitator:

- Assisted in the Cancer Support group with 8 participants.
- Speaker at the Cancer Survivor's Day luncheon with 43 participants.
- Four "I Can Cope" sessions. with several participants.

#### **Diabetes and Outpatient Nutrition Education**

##### **Outpatient Diabetes Services**

At Good Samaritan Medical Center, the Diabetes Care Program provides comprehensive education and support for participants and their families. From diet and exercise information to medication and glucose monitoring, the hospital's specially trained health professionals partner with participants to help them learn to self-manage their diabetes and decrease the risk of future complications. Diabetes educational books have been translated into Portuguese, Spanish and Haitian Creole to meet the linguistic needs of the diverse community.

The Outpatient Caritas Diabetes Program, located at the Old Colony YMCA in Stoughton, provides individuals with strategies for successful diabetes management; empowering patients to control diabetes with proper medical management and lifestyle strategies.

In 2009, the Outpatient Nutrition Education and Diabetes Education departments were merged to provide consistent services to patients and the community, and to expand services to provide health education on good nutrition, controlling cholesterol, weight, high blood pressure and gastrointestinal disorders. In addition, the department supports the cancer care services at the hospital to educate patients to maintain adequate nutrition status prior, during and after treatment for cancer.

*The Caritas Diabetes Care and Nutrition Education programs sponsored several forums on diabetes and nutrition in FY 2009. Including:*

#### **Brockton Adult Education**

A series of lectures were held at the Brockton Adult Education. Participants were taught the signs and symptoms of diabetes, prevention and preventing complications. There were eight different classes over a course of two days.

**Approximately 250 adults participated.**

#### **Caffrey Towers Presentation**

A GSMC staff member went to Caffrey Towers in Brockton to provide a lecture to approximately **50 seniors about diabetes**. Healthy eating, the benefit of exercise, prevention of complications, and self monitoring of blood glucose were discussed.

#### **Old Colony YMCA**

During FY 2009, GSMC staff members worked collaboratively with the Old Colony YMCA staff to provide YMCA members with information on proper weight loss and healthy nutrition. The information was disseminated at the YMCA open house, during fitness group meetings and the senior lunch held at the facility.

#### **Smoking Cessation Education**

Three series of smoking cessation programs were offered in FY 2009. The programs consisted of six, one-hour sessions. A total of eight people participated in these programs.

In addition, GSMC Occupational Health Services conducted a two-hour smoking cessation session for eight patients as part of a pilot study with our partner Well Spring Inc. using a combination of acupuncture and hypnosis.

#### **CPR Classes**

GSMC offered American Heart Association classes for CPR, Adult and Pediatric First Aid, and the use of Automatic External Defibrillation (AED).

- 42 community members participated in the Family and Friends CPR for all ages.
- 126 community members (approx 80%) and employees participated in CPR and AED.
- 43 community members participated in First Aid classes
- 9 community members participated in the Initial Health-Care Provider CPR.

- 256 community members (approx 10%) and employees participated in HealthCare Provider CPR retraining classes.

In addition to class instruction, GSMC staff also monitor CPR instructors in the community to renew instructor certification for the AHA and monitor training sites.

#### **Educating Paramedics**

Good Samaritan Medical Center participates in the education of paramedic students through an affiliation agreement with three local educational programs. **The students each spend a total of 240 hours over a period of three-four months** developing skills in assessment, technical skills of intervention (drug administration, IV therapy, cardiac monitoring, electrical therapy and intubation) and reassessment in the GSMC Emergency Department, Critical Care Units and Labor and Delivery. GSMC staff provides supervision and mentorship.

**During 2009, four orientations were held** for the paramedic students. Eight students attended each training.

**A total of 32 students completed their clinical experience** and became eligible to proceed to field internships with local fire departments and EMS services after training at the GSMC facility.

#### **Continuing Medical Education (CME)**

GSMC offered a total of **227.4 hours of credit, consisting of 140 courses**, for continuing medical education in 2009. These offerings were open to the public.

#### **Keeping Employees Healthy At Work**

GSMC offers a wide variety of services to employers in the community to foster healthy living.

Activities for 2009 include:

- Influenza education regarding seasonal as well as H1N1 flu awareness and prevention was transmitted to 300 companies in the southeastern Massachusetts region. Companies were instructed to distribute materials to employees.
- Meningitis awareness and prevention materials distributed to area colleges and universities.
- Dr. Robert P. Naparstek, Medical Director at Good Samaritan Occupational Health, is a member of Massachusetts Medical Society. He is a chair on the Committee on Occupational and Environmental Health.

In his position, he is instrumental in assisting to formulate and review public policies that impact citizens of the Commonwealth. Dr. Naparstek extends his time for this position at no charge.

- Dr. Robert Naparstek wrote an article on the topic of pollution and how it impacts everyone. The article, "Reduce Air Pollution Live Longer," was distributed via major news wire outlets to educate the public about potential harm to the environment and what we as citizens can do to minimize pollution. The article appeared in various publications in over 100 communities in MA.
- Dr. Robert Naparstek appeared on *Physician Focus*, a monthly half-hour educational talk show, to discuss environmental health issues. *Physician Focus* brings important information about medical subjects to people and patients of all ages throughout Massachusetts. It is produced specifically for public access television stations. *Physician Focus* is co-produced by the Massachusetts Medical Society. The program is distributed to 164 Massachusetts public access television stations, reaching some 230 communities and an estimated 1.8 million cable households. The Medical Society distributes the programs to public access stations as a public service.
- The GSMC Occupational Health Department **provided a blood pressure screening and disseminated accompanying educational literature to 300 employees** of IKEA, located in Stoughton, MA.

## VII. Other Programs for The Community

### Caritas NORCAP Lodge

Caritas NORCAP Lodge, associated with Good Samaritan Medical Center, has a tradition of excellence in the treatment of addictions. The facility is located in Foxboro on spacious grounds.

Drug and alcohol addiction is a somewhat complex, but treatable brain disease. It is characterized by compulsive drug craving, seeking, and use that persist even in the face of numerous adverse consequences. For many, drug and alcohol addiction becomes chronic, with relapses possible even after long periods of abstinence. In fact, relapse to drug abuse occurs at rates similar to those for other well-characterized, chronic medical illnesses such as diabetes, hypertension, and asthma. As a chronic, recurring illness, addiction may require repeated treatments to increase the intervals between relapses and diminish their intensity,

until abstinence is achieved. Through treatment tailored to individual needs, people with drug addiction can recover and lead productive lives. The team at NORCAP Lodge is focused on providing patients with the very best medical treatment and addressing their questions and concerns.

As well as providing a medical detox, counseling and aftercare arrangements for its patients, NORCAP is also committed to continued participation in the community.

NORCAP plays a key role with hospitals, physician practices, mental health agencies, public advocacy groups, universities and the Massachusetts justice system. Through educational in-service programs, participation in health fairs and community service coalitions, and providing support to public policy issues when appropriate, NORCAP remains a beacon of inspiration and hope for those who both seek and assist in the quest for recovery.

**Over the last year, NORCAP Lodge has provided over 15 educational in-service meetings** with area treatment professionals, and participated in more than 14 community efforts to increase the awareness of addiction recovery.

### Support Groups

The medical center offers classes and support groups in the following areas:

- Bereavement
- Diabetes
- Prenatal Breastfeeding
- Breastfeeding Support and Mothering Group
- Mommy and Me
- Infant Loss
- Health Care professionals in Recovery Support
- Daddy Boot Camp
- Overeaters Anonymous
- Alcoholic Anonymous Group
- Al-Anon
- Cancer
- Childbirth Education in English and other languages
- CPR Classes
- Refresher Birth Classes
- Parenting Multiples
- Smoking Cessation
- Natural Family Planning
- Separated or Divorced Support Group
- Yoga
- Financial Counseling

Medical interpreters are available should the need arise for those LEP patients wishing to participate in these classes and support groups. The medical center offers its facilities to a wide array of community health groups who provide self-help and education programs. We publicize these support groups on our website and in our Good Health Update community magazine, which is mailed three times a year to approximately 60,000 households in 22 metro south communities, as well as in local daily and weekly newspaper calendar listings throughout the southeastern Massachusetts region.

#### Caritas DoctorFinder

The Caritas DoctorFinder, operated by Caritas Christi, is a physician referral program, and provides referrals and appointments to physicians at Good Samaritan Medical Center and in the community. **In FY 2009, there were more than 2,000 contacts logged** with DoctorFinder from people seeking physicians and registering for community programs. There is no cost to callers or to physicians affiliated with Caritas DoctorFinder. Referrals are made to physicians based on the needs and/or preferences indicated by the caller. This may include specialty, office location, insurance accepted, language requirements, gender, race, and other variables important to the individual caller. Information about this free service is proactively distributed to new area residents and is available on the hospital's website. The office is currently staffed Monday through Friday 8 am – 5 pm, with after-hours coverage through an answering service, and serves as the first point of contact for many consumers into the Caritas system.

To help limited English speaking residents in our surrounding communities find health care professionals who best serve their needs, Caritas DoctorFinder was established to enable patients, via phone or Internet, to identify health care providers who are fluent in languages other than English for their care. In 2009, Caritas DoctorFinder implemented an automated phone answering service in five languages other than English (Russian, Spanish, Portuguese, Haitian Creole, and Vietnamese) to provide greater ease of use and access to Good Samaritan primary care physicians and specialists.

#### FY 2009 Summary

- Total consumer contacts – 2,086
- Appointments scheduled on patient behalf – 88
- Referrals (shared info on affiliated MD) - 735

- Registrations made for GSMC sponsored community events – 1,614
- Requests received for literature on hospital programs - 131

#### Community Events registered include:

- Senior Suppers
- Community Health Presentations
- Skin CA Screening

#### United Way Fund Collaboration

Now in its 22nd year, this collaborative program was established to provide direct support to community-based agencies that provide cancer prevention, education, and outreach services to low-income, underserved, at-risk communities.

#### Compassionate Care Fund

One of the most stressful issues for patients is the worry related to finances. Our social work department and case managers provide referrals to available social services programs and government assisted services but there are times when a temporary emergency requires immediate and prompt personal attention. GSMC established the Compassionate Care Fund to address these types of situations.

The purpose of the Compassionate Care Fund is to aid patients of Good Samaritan Medical Center who have a pre-determined emergent need. It provides a means to help patients who are having a difficult time and is consistent with living out our mission and core values. The Good Samaritan Compassionate Care Fund grants emergency aid to patients. This fund may assist with food, medications, medical supplies, durable medical equipment, or any other emergent need deemed appropriate by the Compassionate Care Committee. The Compassionate Care Fund Committee is interdisciplinary and comprised at a minimum of representatives from the departments of Community Outreach, Spiritual Care, Social Work, Financial Counseling and the Patient Advocate. Referrals for assistance may come from any area within the medical center.

Vouchers are given to the patients for use for prescriptions, supplements, non-durable medical equipment and other direct patient needs. In FY 2009, more than \$6,500 was expended to meet the needs for the individuals and families served. This represents an increase over FY 2008. We feel

utilization of the Compassionate Care Fund will increase in the future due to the economic hardships many people in the community continue to face.

#### Safety Saturday and Country Fair

Safety Saturday, a main component of Good Samaritan Medical Center's annual Country Fair, brings together a variety of community education and resource programs that can teach children and parents how to live healthy lives and prevent injuries and accidents. Over 30 exhibitors from the community representing a wide variety of family and children's services and resources educate visitors on issues ranging from fire and electrical safety to domestic violence prevention.

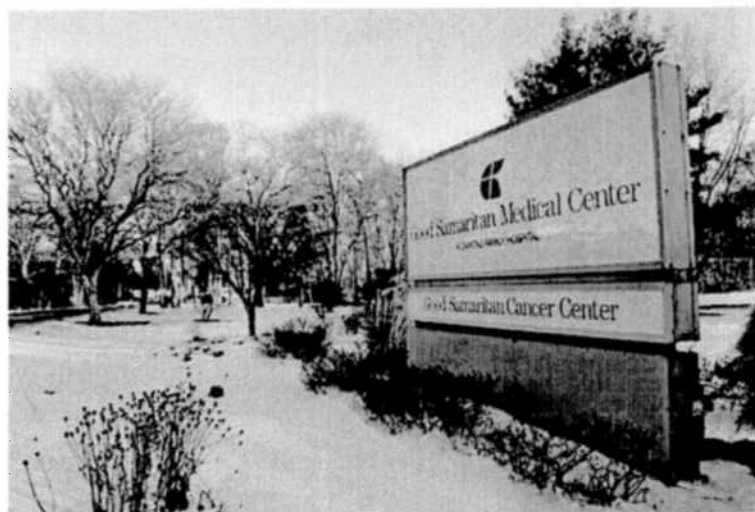
In FY 2009, the medical center hosted the 20th Annual event. A day of family fun, the Country Fair & Safety Saturday is free and is sponsored by a volunteer group of employees and physicians called "The Endowment Committee." Examples of Safety Saturday exhibits include the Caritas Home Care Services, Plymouth County Sheriff's Department's children identification program, BAMSI's Wraparound Family Services Division, American Cancer Society skin cancer safety information, Brockton Police Department drug education and domestic violence prevention programs, Brockton Fire Department's Freddie the Robot Fire Truck to help dramatize the importance of fire safety for children.

#### Cable Television and Radio

Good Samaritan Medical Center is committed to providing culturally and linguistically appropriate health information to our community. As part of this commitment, we have utilized broadcast and cable media to reach out to the community.

Dr. Karim Malek, Chief of the Division of Oncology/Hematology, tapes a program, *Medical Minutes*, that airs weekly on Bridgewater Cable Access television. Topics include a variety of information on cancer, including cancer prevention, nutrition during cancer, and specific shows on skin cancer, breast cancer, ovarian cancer, prostate cancer, colorectal cancer, lung cancer, and end of life care.

**Bridgewater Cable Access reaches an audience of approximately 15,000 households.**



During 2008, Dr. G. Stephen Brown, Chief of the Division of Radiation Oncology, made several appearances on WXBR AM 1460 to educate the public about the newly opened Radiation Oncology Center and the capabilities of our cancer treatment programs at the new facility. In September 2009, coverage also included a live remote by WXBR from our community open house at the new Radiation Oncology Center featuring interviews with staff from the medical center and Radiation Oncology Center.

Good Samaritan Medical Center also has provided guests to WEZE AM 590 for its weekly Saturday morning program, "Talking About Health." Topics include:

- The award-winning Interpreter Services program at Good Samaritan
- The community resource day that was spearheaded to provide assistance and support to members of the Brockton community
- Sleep Health and the symptoms of sleep apnea, along with treatments available.
- Good Samaritan Occupational Health Services Medical Director Dr. Robert Naparstek also appeared to discuss smoking cessation and wellness.
- Dr. Ryan Frankel was also a guest for a show dedicated to kidney health and the latest in laparoscopic surgical treatments that are available to some patients.

## VIII. Community Partnerships

### Brockton Area Multi Services, Inc.

The Brockton Area Multi Services, Inc. (BAMSI) Helpline is an information, referral and advocacy service in the greater Brockton community which provides a unique array of education and advocacy programs. The Good Samaritan Medical Center is a founding sponsor of this 35-year-old program. Substantive support is provided each year as part of the Community Benefits program.

The medical center values the BAMSI Helpline as an important local stopgap resource for people with a wide range of complex social and economic needs. Brockton has the highest number of housing units in foreclosure in the state. A total of 34,794 housing units (including apartments) are in some stage of foreclosure. This represents 2,900 properties.

The program has been innovative in its ability to educate and inform callers and to provide direct referrals to a wide number of agencies and government agencies. The director of Helpline is also one of the members on the GSMC Community Benefits Advisory Committee.

Helpline statistics for FY 2009 include:

- 2,258 intakes for the Information, Referral, Advocacy Program.
- Calls came from 116 Zip Codes.
- 75% of the calls came from Brockton and the contiguous towns.
- 67% of the calls were for basic needs.
- 30% were for housing issues.
- 10% were for utility assistance.
- Provided \$201,615 for food, housing costs, utility assistance, oil heat, medication, and transportation to medical appointments.
- People called the Helpline in need of resources for 8,798 issues.
- 47% of the calls (1,067) to Helpline were referred by 185 agencies/organizations in both the public and private sector.
- The top 12 organizations who referred calls to Helpline were:

Agency/ Organization	Number of Referrals	Number of Referrals
	FY 09	FY 08
Self-Help, Inc.	105	92
Utility Companies	104	94
BAMSI Programs	90	99
Mass211	67	63
MA Department of Transitional Assistance	65	76
United Way	62	65
Churches/Temples	54	45
Housing Related Groups	48	
Mayor's Office	47	54
Hospitals	45	34
Catholic Charities South	44	48
Salvation Army	37	30

### Trinity Catholic Academy

The Good Samaritan Community Benefits program has enabled Trinity Catholic Academy Brockton to employ a full time registered nurse to **fulfill the health and safety needs of 500 students from Brockton and 10 surrounding communities.**

The school worked in conjunction with the hospital to obtain a covering physician and approval for standing orders such as Tylenol, Benadryl and epi-pens. All necessary supplies including bandaids, ice packs, masks, gloves and medicines have been provided by Good Samaritan.

In addition, GSMC has worked with the school with education on peanut and other food allergies and the H1N1 flu. The hospital also provided staff training in CPR/AED.

### Brockton Neighborhood Health Center (BNHC)

Through a Community Benefits funding partnership with the BNHC, resources are allocated to assist a target population in the Brockton community – uninsured patients. This program helps secure specialty services that are not available at BNHC to ensure patients have access to a continuum of care. Funds also are used for the OB/Gynecology patient to help with transportation, education and other items to ensure healthy pregnancies and deliveries.

#### American Heart Association Programs – Resuscitation Education

Good Samaritan Medical Center is a Community Training Center offering educational programs utilizing the American Heart Association standards. These programs are offered for employees, physicians and community professional health-care workers (Nurses, Physicians, EMT's and Paramedics)

- Advanced Cardiac Life Support (ACLS) – according to the AHA the ACLS course is designed for healthcare providers who either direct or participate in the resuscitation of a patient, whether in or out of the hospital. Good Samaritan Medical Center offered 10 certification courses and 10 recertification courses during this past year. This course focuses on adult resuscitation techniques.
- Pediatric Advance Life Support (PALS) - according to the AHA the PALS course is designed for healthcare providers who either direct or participate in the resuscitation of a patient, whether in or out of the hospital. Good Samaritan Medical Center offered 2 certification courses and 2 recertification courses during this past year. This course focuses on pediatric resuscitation techniques.

#### Workforce Development

Through collaborative efforts between GSMC, Brockton Public Schools and the Brockton Area Workforce Investment Board; Good Samaritan Medical Center serves as a site for Brockton High School students as well as students from Brockton Public Schools Afternoon Academy. We were able to provide paid internships for 6 students during FY 2009.

#### Good Samaritan has School of Nursing Clinical Affiliation Agreements with the following Nursing Schools:

- Brockton Public Schools Afternoon Academy (High School Interns)
- Blue Hills Regional License Practical Nurse Program (LPN)
- Curry College Undergraduate Nursing Program (BSN)
- Curry College Graduate Nursing Program (MSN)
- Harmony Health Licensure Practical Nursing Program (LPN)
- Laboure College Undergraduate Nursing Program (AD)
- Laboure College Undergraduate Nursing Program (BSN)
- Massachusetts General Institute of Health Professions Graduate Nursing Program (MSN)
- Massasoit Community College Undergraduate Program (AD)
- Massachusetts College of Pharmacy – Pharmacy Interns
- Northeastern University Graduate Nursing Program (MSN)
- Regis College Graduate Nursing Program (MSN)
- Southeastern Technical Institute License Practical Nursing Program (LPN)
- Southeastern Regional Technical Institute – High School Nursing Assistant Program (CNA)
- Tri-County Licensed Practical Nurse Program (LPN)
- University of Massachusetts Boston Undergraduate Nursing Program (BSN)
- University of Massachusetts Boston Graduate Nursing Program (MSN)
- University of Massachusetts Dartmouth Undergraduate Nursing Program (BSN)
- University of Massachusetts Dartmouth Graduate Nursing Program (MSN)
- Yale University Graduate Nursing Program (MSN)

#### Clinical Training Setting for Nursing Students

- Good Samaritan provided on-site training for 490 students including preparation, implementation and record keeping of student and instructor competencies **totaling 145 hours.**
- GSMC offered new instructor training by the Education Department Team **totaling 160 hours.**

#### Students from the following schools were precepted by Good Samaritan Medical Center Nursing Staff

- Brockton Public Schools Afternoon Academy (High School Interns) **totaling 1280 hours**
- Curry College Graduate Nursing Program (MSN) **totaling 100 hours**
- Massachusetts General Institute of Health Professions Graduate Nursing Program (MSN) **totaling 100 hours**
- Northeastern University Graduate Nursing Program (MSN) **totaling 200 hours**
- Regis College Graduate Nursing Program (MSN) **totaling 100 hours**
- University of Massachusetts Boston Undergraduate Nursing Program (BSN) **totaling 736 hours**
- University of Massachusetts Boston Graduate Nursing Program (MSN) **totaling 294 hours**
- University of Massachusetts Dartmouth Graduate Nursing Program (MSN) **totaling 240 hours**

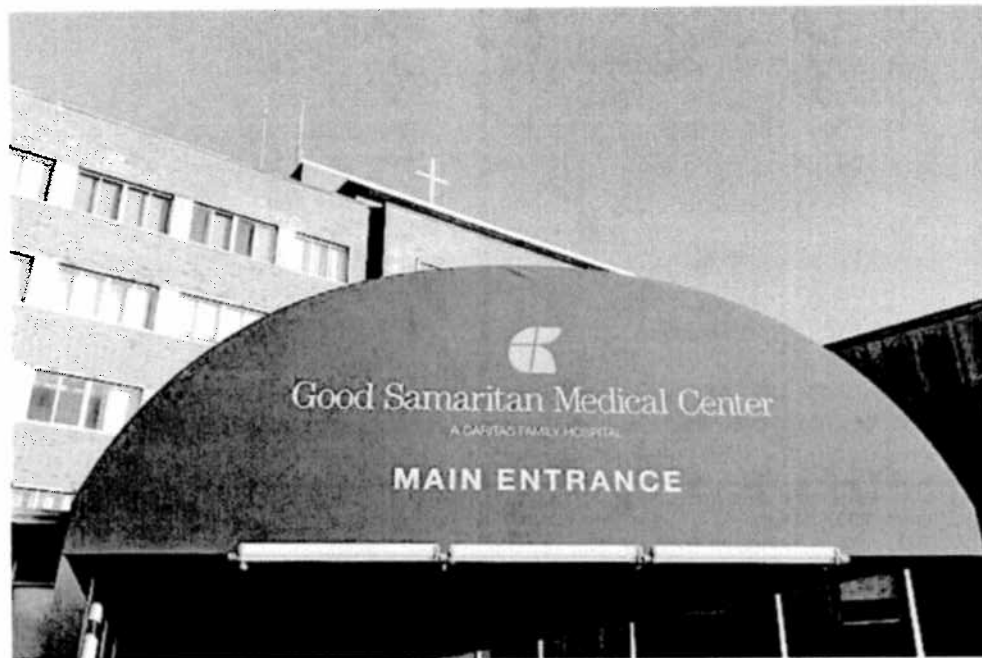
#### Our Staff in the Community

Through a vibrant "Ambassador Program," Good Samaritan Medical Center puts community members in greater contact with hospital leadership at all levels. Approximately 125 Good Samaritan employees are members of the Ambassador Program which connects employees with community organizations to collaboratively address local public health needs. Examples of ways we partner with organizations include health fairs, free screenings, demonstrations, and lectures attended by clinicians and other experts in such areas as prostate, head and neck, breast and skin cancer; diabetes; women's health; asthma; smoking; geriatrics; pain; nutrition; bone and joint medicine; sleep disorders; and domestic violence, to list a few. Where necessary, interpreters were provided as part of these programs.

In FY 2009, Good Samaritan Ambassador's contributed 568 hours of service.

The visible presence of the Ambassador Program allows the medical center to obtain valuable feedback, continually assess changing needs and health priorities and remain an integral resource for the community. The following list is a sample of the organizations in which we serve:

- Mayor's Higher Education Collaborative
- Brockton Area Workforce Investment Board Strategic Planning Meetings
- Brockton Public Schools Vocational Advisory Committee
- Advisory Board for the Nurse Education Program at Massasoit Community College
- Lincoln Technical Institute Scholarship Selection Panel
- American Heart Association
- Brockton Asthma Coalition
- BOLD Coalition, STARR DETOX, Fall River, MA
- Brockton Community Partnerships
- Habit Opco
- Norfolk Senior Center, Norfolk, MA
- POWER Coalition
- RI/MA EAP Conference, Woburn, MA
- Atlantic Clubhouse, Quincy MA
- Metro South Chamber of Commerce
- Stoughton Chamber of Commerce



## IX. Next Steps in our Commitment to the Community

Based on the Good Samaritan Medical Center's 2009 Community Health Needs Assessment Report, the FY 2010 Community Benefits plan will center chiefly on cardiovascular disease and diabetes. The hospital plans to meet specific goals with of the Community Benefits Advisory Committee, the Community Benefits Hospital Leadership Team, Board members, hospital administration, staff, and community organizations.

## X. Community Benefits Expenditures for FY 2009

### Community Benefits Programs

Direct Expenses: .....	\$821,969
Associated Expenses: .....	\$15,248
Determination of Need Expenditures:.....	0
Employee Volunteerism: .....	\$27,432
Other Leveraged Resources: .....	0
Approved program budget: .....	\$195,304

### Community Service Programs\*

Direct Expenses: .....	\$540,392
Associated Expenses: .....	\$10,000
Determination of Need Expenditures:.....	0
Employee Volunteerism: .....	0
Other Leveraged Resources: .....	0

Net Charity Care FY 09: .....	\$1,204,493
Corporate sponsorship: .....	\$20,498
<b>FY 2009 TOTAL: .....</b>	<b>\$2,640,033</b>

**Total Patient Care-Related Expenses for FY 2009:**  
..... **\$171,761,537**

### Additional Considerations

The major challenges facing Good Samaritan Medical Center are similar to those facing hospitals across the country. Program needs continue to outpace financial resources. Reduction in state and federal reimbursement makes it more difficult each day to carry out our mission of caring for the poor and the underprivileged in our society. In FY 2009, Good Samaritan incurred a total of \$4,791,859 in unreimbursed costs, including \$3,357,716 in unreimbursed Medicare services, \$344,152 in unreimbursed Medicaid services, and \$1,089,991 in bad debt.

## XI. Contact Information

### Community Benefits Advisory Committee

*Elaine Reiser*, Director, Brockton Area Helpline  
*Fred Stanton*, Brockton Housing Authority  
*Donna Sullivan*, RN, Director Mission Services, St. Josephs Manor  
*Kelli O'Brien McKinnon*, Director of Development, Trinity Catholic Academy  
*Lucille Cassis*, Director of Resource Development, Fr. Bill's & Mainspring  
*Leo McNeil*, Harbor One, SVP, Community Relations & CRA  
*Monique Aleman*, V.P. Development, Communications & Marketing - GSMC  
*Robert Short*, Director of Mission - GSMC

### Community Benefits Leadership Team

*Steven R. Gordon*, President, GSMC  
*Donna Rubinate*, Chief Operating Officer, GSMC  
*Robert Short*, Director of Mission, GSMC  
*Rosanne Baptista*, Director of Quality, GSMC  
*Margaret Carr*, Interim Director of Development, GSMC  
*Father Rick Visbisky*, Director of Spiritual Care, GSMC  
*Kelley Lennon*, Accounting Manager, GSMC  
*Laurie Raymond*, RN, Patient Care Director Emergency Care, GSMC  
*Amanda Voysey*, Patient Advocate, GSMC  
*Patricia McClean*, Social Worker, GSMC  
*Dr. Shah Hossain*, Chief Neonatology, GSMC  
*Monique Aleman*, V.P. Development, Communications & Marketing, GSMC  
*Karen Kennedy*, V.P. Community Benefits, CCHC  
*Donna Shecrallah*, Director Volunteer Services, GSMC  
*Tom Watts*, Director Human Resources, GSMC  
*James Berghelli*, Director Clinical Integration, GSMC

### Interim Community Benefits Manager

*Monique Aleman*  
V.P. Development, Communications and Marketing  
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[www.CaritasGoodSam.org](http://www.CaritasGoodSam.org)



# Good Samaritan Medical Center

A CARITAS FAMILY HOSPITAL

235 N. Pearl Street • Brockton, MA 02301

[www.CaritasGoodSam.org](http://www.CaritasGoodSam.org)

# Holy Family Hospital

A CARITAS FAMILY HOSPITAL



St. Joseph's Episcopal Foundation

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## I. Overview

Holy Family Hospital, in Methuen, MA, is a 254-bed community hospital serving people in 20 communities throughout the Merrimack Valley and southern New Hampshire, including Methuen, Lawrence, Andover, North Andover, Haverhill, MA, and Salem, NH. The hospital is the City of Methuen's largest employer.

Holy Family, a not-for-profit Catholic hospital, is a member of Caritas Christi Health Care, New England's largest community-based hospital network providing community-based medicine and tertiary care in eastern Massachusetts, southern New Hampshire and Rhode Island.

For 60 years, Holy Family Hospital has offered advanced medical care. Maternity/obstetrics, heart care, cancer care, orthopedics, women's health, a family safety program, sleep disorder care, pain management, and emergency treatment are among the hospital's key services.

Holy Family's William L. Lane Cancer Center received the 2009 Outstanding Achievement Award from the Commission on Cancer (CoC) of the American College of Surgeons. The center is one of only two in Massachusetts to receive the award in 2009. Our Regional Center for Orthopedic Care is a "Blue Distinction® Center" nationally recognized by BlueCross BlueShield Association as #1 for bone and joint care in the region; and our birthing center ranks in the top 10 percent nationwide for patient satisfaction. In addition, the hospital offers state-of-the-art sleep disorder diagnostic and treatment options, and one of only three domestic violence-intervention programs in the state.

At the heart of Holy Family's care are more than 1,500 employees who are committed to Caritas' Catholic mission.

### Our Mission

Caritas Christi Health Care, rooted in the healing ministry of Jesus, is committed to serving the physical and spiritual needs of our community by delivering the highest quality care with compassion and respect.

### Our Vision

We envision an exceptional Catholic health care ministry, which will lead to the transformation of health care.

### Values

- Compassion
- Accountability
- Respect
- Excellence

As men and women working in healthcare, we have the privilege of effecting change everyday. It is our way of offering service that makes us different. Our identity as a Catholic health care system is reflected in who we are and how we act. It is reflected in who we serve and how we care for those we serve. It is reflected in how we treat one another, and it is reflected in how we contribute to the common good. Our identity and our integrity are a result of using our time, our talents, our compassion, and making concrete efforts to work for the dignity of every person.

Together, we have the remarkable opportunity and responsibility to care for the families of the Merrimack Valley and southern New Hampshire area and beyond. Achieving quality, service and access, one patient at a time, is not difficult when C.A.R.E is close to our hearts.

## II. Community Benefits Statement of Purpose

Holy Family Hospital is committed to:

- Improving the overall health status of people in our community.
- Providing accessible, high quality care and services to all those in our community, regardless of their ability to pay.
- Working in collaboration with staff, providers and community representatives to improve the area's health status.
- Identifying and prioritizing unmet needs and selecting those that can most effectively be addressed with available resources.
- Contributing to the well-being of our community through outreach efforts including, but not limited to, reducing barriers to accessing health care, preventative health education, screening, and wellness programs.
- Regularly evaluating our community benefits program.

### III. Community Health Needs Assessment

#### Process and Participants

To identify community health needs and trends, the hospital works closely with the president, administrators of critical clinical services, and non-clinical services including, but not limited to, Interpreter Services, Social Services, Financial Counseling, Mission, Spiritual Care, the Family Safety Project on domestic violence and abuse programs, and many community health and human service organizations.

#### Information Sources

In the spring, 2009, Holy Family Hospital conducted a community health needs assessment for Andover, North Andover, Haverhill, Methuen, and Lawrence. (Unfortunately, there was no information for Salem, NH because information was retrieved from Massachusetts public data only.)



The information was compiled into a report for review by the newly formed Community Benefits Advisory Committee and the Community Benefits Hospital Leadership Committee. The needs assessment was used to create a Community Benefits plan for FY 2010.

Planning for the FY 2009 Community Benefits plan was based on data compiled between 2005 and 2008.

The hospital analyzed its primary service area cities and towns in detail. The hospital also reviewed town-specific information by disease category, including analyses of the correlation of age and socio-economic factors with disease incidence. Out-migration to Boston and other communities also was reviewed.

Health needs assessment sources include, but are not limited to, the Department of Public Health (DPH), Department of Mental Health, local Boards of Health, local senior centers, Elder Services of the Merrimack Valley, Lawrence Mayor's Health Task Force, American Diabetes Association, American Cancer Society, and local chambers of commerce. In addition, quality benchmarking and trend data from state and national sources; and Press Ganey patient satisfaction surveys were reviewed. Special studies such as the DPH Northeast Regional Health Indicators Report (2007), and research on Racial and Ethnic Health Disparities were incorporated in planning.

Physicians and hospital staff help to track trends such as a closure of a local community service or increasing need. Public Relations staff members review local newspapers and agency newsletters to monitor the pulse of the local community.

#### Summary of Assessment Findings

Based on the data reviewed, the Merrimack Valley health status picture shows that the incidence of several health problems is higher than the state average. Risk behavior data shows local respondents are more likely than statewide respondents to be overweight and lacking in exercise.

According to the 2007 Northeast Regional Health Status Indicators report, people in the Northeast Region have a higher heart disease mortality rate, and a higher incidence of lung and colorectal cancers as compared to the state-wide population. Older residents are more likely to smoke than a comparable statewide population, and lung cancer rates in our region are higher among all racial and ethnic groups than the state rate.

The 2008 Community Health Status Report for Essex County, Massachusetts also indicates a higher incidence of lung and colorectal cancer. Heart disease and cancer are among the leading causes of death in Essex County, specifically among individuals 45 and older (though as early as age 25),

and across ethnicities. In addition, more than 70% of the population is at risk for premature death resulting from lack of good nutrition. Other risk factors include lack of exercise, high blood pressure, obesity, smoking, and diabetes.

The demographic and economic compositions of the cities and towns in the service area vary greatly and are the leading indicators of the community's health status. Lawrence, with a population of 72,000, has 24% of its residents living in poverty. The population is largely Hispanic (nearly 70%) and more than 64% speak a language other than English at home. The unemployment rate is 17%.

Poor living conditions due to the aging of housing in the city can contribute to health problems, such as asthma. According to the 2005 state Behavioral Risk Factor Survey, Hispanics across the state are more likely to report their health as fair or poor – at 1.8 times the state level.

For Lawrence residents, the rate of admissions for cocaine and for injected heroin use is 90% higher than the state average. Hospitalization rates are high for children under age five with asthma. Almost all of the health status indicators fare poorly when compared with other Massachusetts cities and towns.

Methuen, population 44,000, is a middle-income city with a per capita income slightly below the state average. Methuen, however, has a high percentage (15.4%) of seniors over the age of 65, a group that tends to require significantly more health services than the overall population.

Haverhill, population 60,000, is a middle-income city with primarily Caucasian residents (86%). In 2007-2008, its average household income and poverty level statistics mirrored those of the state's population.

Salem, NH, with a population of 29,000, is also a middle-income town. Its 2007-2008 health and social indicators are similar to those of Methuen. Other smaller towns that comprise the Greater Salem area, and which are dependent on Holy Family Hospital for much of their acute care needs, are more affluent and have issues similar to those noted for Andover and North Andover.

Andover, population 32,000, and North Andover, population 28,000, have favorable health and social indicators compared to the state. The one glaring exception is the high rate of cardiovascular disease.

#### Racial and Ethnic Disparities

The 2005 State Report on Racial and Ethnic Disparities by the Massachusetts Executive Office of Health and Human Services shows that the diabetes mortality rate among Hispanics is higher than in other parts of the state and more than double the rate for Caucasians and Asians. According to that same report, as of 2005, the race and ethnicity group most likely to lack health insurance was Hispanics (24% compared to 9% of all Massachusetts residents).

#### Establishing Priorities

A comprehensive review of the information available shows that several issues cause, and contribute to, the health issues identified by the needs assessment.

In an effort to address these issues and improve the health of our community, Holy Family focused its FY 2009 Community Benefits plan on education, prevention and detection for the following priorities:

- Cardiovascular Disease/Heart Health
- Cancer Care (breast, prostate, lung, head and neck)
- Diabetes Prevention and Management
- Mental Health

In addition, the hospital continues to focus on improving access to quality health care for all people. Towards this end, the hospital is involved in connecting patients and other community residents to adequate insurance under the Commonwealth Care program per the Massachusetts health care reform law.

A noteworthy consideration in establishing priorities is Holy Family Hospital's 47-bed inpatient behavioral health unit, one of the only resources of its kind in the area. In addition, the hospital offers an award-winning intervention program for domestic violence victims. These resources uniquely position Holy Family to address critical mental health issues in our community.

## IV. Management of Community Benefits Program and Community Participation

### Management Structure

The Community Benefits Program is accountable to the Holy Family Hospital President and Chief Executive Officer and the Caritas Christi Vice President of Community Benefits.

Through August, 2009, Holy Family Hospital's Director of Public Relations supervised the Community Benefits program. In September, 2009, the function was placed under the direction of the hospital's new community benefits manager.

Staff members at all levels of the organization are involved in the provision of community benefits.

The hospital has an Ambassador Program made up of close to 100 clinical and non-clinical staff members, who help carry out the hospital's mission and community benefits activities. With a more visible, active presence in the community, senior leadership, physicians, nurses and staff are in a better position to share information about existing resources and programs, and identify and respond to additional needs.

### Communication

The annual Community Benefits report is distributed to the Board of Trustees and hospital leaders and made available on the hospital web site. Information about the hospital's community benefits program and activities is shared with employees, physicians and volunteers via internal communications (newsletters, email updates, employee forums, etc.).

Program activities are regularly covered with photos and articles in Holy Family's monthly employee newsletters, quarterly community newsletters, on our web site, and at presentations to employees, managers and the Board of Trustees. Information on our community benefits services is always available upon request.

## V. Community Benefits Plan and Target Populations

### Choice of Target Populations

Community benefits activities take place within our primary service area with the bulk of our work being carried out in Lawrence, Methuen, Haverhill, and Salem, NH.

In FY 2009, our outreach efforts focused on combating disease and risk factors among target populations, including:

- Elderly citizens
- Poor and lower income (under insured or uninsured residents)
- Hispanics

### Short-Term and Long-Range Goals

#### Short-Term Goals:

*1) Reducing the incidence of specific health problems through education, prevention, support programs, and advocacy*

- Continue to provide access to free cancer screenings, including head and neck, skin, and prostate
- Increase awareness and understanding of risk factors for heart disease and encourage heart healthy behavior modifications
- Offer local emergency preparedness and trauma prevention
- Reduce smoking
- Combate diabetes/obesity
- Address mental health needs of the community



*• Increasing access to care for the uninsured and underinsured:*

- Provide a connection for our community primary care and prenatal care providers
- Act as a critical link to connect people in need to the state health insurance programs
- Increase cultural competence among providers

#### **Long-Range Goals:**

Holy Family Hospital is fully committed to carrying out our mission to serve the poor, the at-risk and the underserved.

*Carry out the hospital's public health mission to respond to area needs.*

- Improve the health status of the Merrimack Valley by identifying and addressing specific health care needs via education, prevention, support and advocacy
- Support healthcare reform efforts state-wide, particularly for the vulnerable and underserved
- Deliver programs at a grassroots level through schools, senior centers, businesses, community organizations, and agencies to touch more lives and improve the overall health of the Merrimack Valley
- Strengthen relationships with community organizations and businesses, including their involvement in health needs assessments for their employees
- Continually track health status indicators in the communities we serve and develop programs, services and education in response to their changing healthcare needs

#### **Process for Evaluating Program Effectiveness and Measuring Outcomes**

The hospital reviews and updates its Community Benefits program each year in conjunction with the strategic planning process and the annual budgeting process.

The process for reviewing, evaluating and updating the plan is ongoing using anecdotal and statistical information to determine the effectiveness of the programs offered. The majority of programs is monitored by usage rates and attendance. Public health statistics are used to identify topics consistent with unmet needs.

These might include, but are not limited to, reductions in the incident of specific diseases or cancers, decreases in heart disease or diabetes mortality rates, increases in the number of Hispanic and other minorities served in a culturally

competent environment, and improvements in other health status indicators measured by outside sources such as the DPH over time.

Feedback is invited from all parties involved across all levels of the organization. Recommendations are then provided to the appropriate committees and senior management, and modifications are made to the program annually. Beginning in FY 2010, a formal evaluation form will be used to determine each program's effectiveness.

#### **Process and Considerations for Determining Budget**

The hospital allocates an annual budget based on programming objectives in this report. It has a centralized Community Benefits cost center to record ongoing expenditures. These figures are used to compile the financial benefit to our community for this Annual Report.

In addition, the hospital has been fortunate to receive a \$20,000 grant from the Rogers Foundation during FY 2008. These funds were applied during FY 2009 to supplement and expand community benefits efforts.

## **VI. Community Benefits and Services**

*About 300 recorded hours of employee time – or nearly two months of 40-hour work weeks – were devoted to community benefits and community services in FY 2009.*

Close to 100 Holy Family Hospital employees are members of the hospital's Ambassador Program. Chaired by the Communications Manager throughout FY 2009, the Ambassador Program seeks to connect community members with health professionals at all levels of Holy Family Hospital to collaboratively address local public health needs.

Holy Family appropriately meets community needs by identifying individuals to carry out a variety of activities, such as offering free screenings and lectures, offering information and services at health fairs, serving on local community boards, and more.

See the Appendix, Section A for area organizations involving Ambassadors.

In FY 2009, Holy Family Hospital Ambassador's were active at approximately 60 events in area communities. Events included health fairs, free screenings, demonstrations, and lectures attended by clinicians and other experts in such areas as prostate, head and neck, breast and skin cancer; diabetes; women's health; asthma; smoking; geriatrics; pain; nutrition; bone and joint medicine; sleep disorders; and domestic violence, to list a few.

In total, approximately 5,000 area residents attended these activities. Thousands more listened to radio broadcasts on health topics featuring Holy Family clinicians. Some events and broadcasts were conducted in Spanish, while interpreters for Spanish and other languages were on hand for many events. See the Appendix, Section B for a listing highlighting FY 2009 activities.

### **Key Areas of Community Work**

#### **Blood Drives**

In collaboration with the American Red Cross, the hospital held two blood drives on October 10 and December 19, 2008.

#### **Cancer Screenings: Prostate, Skin, Head and Neck**

Annual screenings for each of these cancers are offered free of charge to patients who may be at risk.

Interpreters are available for all screenings.

- Prostate Screening – 9/17/09: 31 individuals screened
- Head and Neck Screening – 4/27/09, 4/30/09, and 5/1/09: 43 individuals screened
- Skin Screening – 5/12/09: 37 individuals screened

State Senator Steven Baddour and Methuen Mayor William Manzi III joined patients, their families and community members at Holy Family Hospital on June 5, 2009 for National Survivor's Day to honor patients and community members who survived cancer. A motivational speaker addressed the gathering, where lunch, raffle prizes, and gardening seeds were offered. Several physicians and clinical staff were on hand to greet and speak one-on-one with survivors.

#### **Look Good...Feel Better Program**

Holy Family hosts this program, which is facilitated by the American Cancer Society. Six sessions were held in FY 2009. Any woman undergoing chemotherapy or radiation therapy is invited to meet with a cosmetic aesthetician for a make-over. Each woman receives a free make-up kit, valued at \$300. Beverages and refreshments are provided.

This program was also offered at the Lawrence Mayor's Health Task Force Women's Wellness and Safety event held in October, 2008, serving more than 60 women in Lawrence. Education regarding ACS services is also provided at these events.

#### **Cancer Resource Center**

The Cancer Resource Center provides patients, family and friends information on this disease, its diagnoses, the latest treatments, alternative therapies and support groups through books, pamphlets, informational DVDs, and more.

#### **Caritas Doctor Finder**

The Caritas Doctor Finder, operated by Caritas Christi, is a physician referral program that connects the community to physicians at Holy Family Hospital. There is no cost to callers or to physicians affiliated with Caritas Doctor Finder. Referrals are made to physicians based on the needs and/or preferences indicated by the caller. This may include specialty, office location, insurance accepted, language requirements, gender, race, and other variables important to the individual caller. Information about this free service is available on the hospital's web site. The office is currently staffed Monday





through Friday, 8 a.m.– 5 p.m., with after-hours coverage through an answering service, and serves as the first point of contact for many consumers into the Caritas system.

#### Caritas Home Care

Caritas Home Care provides comprehensive home health care services to homebound people of all ages. We utilize a care management team of nurses, social workers, certified home health aides and physical, occupational and speech therapists to provide care in the home. We provide disease management for conditions such as congestive heart failure, diabetes, and chronic obstructive pulmonary disease. In addition to skilled clinician visits, our home health aides provide assistance with personal care and activities of daily living.

Our teams develop a comprehensive and multidisciplinary patient focused plan of care which addresses the needs of patients and their families. Our goal is to transition patients to independent living. Interpretive services are available to provide optimal care to patients who do not speak English. Our service area is eastern Massachusetts and southern New Hampshire.

#### Classes

Holy Family offers a number of classes available to the public. Individuals may register to participate. Most classes are free, while others have a nominal fee. The hospital does not make money on classes with a nominal fee, which covers the cost, or some of the cost, associated with running the class.

##### • Childbirth Education (modest fee)

- Lamaze
- Childbirth Education
- Baby Care Basics
- Breastfeeding
- Sibling Preparation
- CPR for Friends and Family

##### • Family Education

- Responsible Fatherhood Program (fee-based)
- Family and Friends CPR (fee-based)
- Children Who Witness Domestic Violence (free)
- Batterer Intervention Program (fee-based)
- Kick the Habit: Quit Smoking Program (\$25 deposit returned at completion)

#### Diabetes Care

A number of diabetes-focused health efforts serve to educate the public on the risks of diabetes. Prevention, detection and treatment are important to reversing the growth of this disease. Throughout the year, dedicated staff from our Diabetes Care Program participates in community events and offer free lectures and presentations to the public. Staff also serve on the Lawrence Diabetes Coalition.

Activities in FY 2009 included:

- Diabetes discussion with employees – Shaw's Warehouse health fair, Methuen (10/2/2008)
- Methuen Senior Center screening (11/5/2008)
- Diabetes health fair (11/08/2008)
- Diabetes support group (12/11/2008)
- Diabetes support group (1/29/2009)
- Diabetes support group – Methuen Adult Learning Center (3/24/2009 and 3/31/2009)
- Diabetes support group (3/26/2009)
- Fiesta de Salud, sponsored by Lawrence Diabetes Coalition, (5/2/2009)
- Diabetes support group (6/04/2009)
- Diabetes support group in Spanish (7/23/2009)
- Diabetes and Home Care lecture (9/24/2009)

#### Family Safety Project

Holy Family Hospital's Family Safety Project responds to the crisis of domestic/family abuse through a six component, pro-active intervention that seeks to provide safety for victims of domestic violence. Community collaboration, training and education, prevention and outreach, and perpetrator intervention comprise the program. The following is a brief overview of the services offered.

##### **1) Batterers' Intervention Program**

In FY 2009, this program provided service to approximately 220 men. This DPH-certified program provides educational intervention to men who are, or have been, violent/abusive in intimate relationships. Our main objective is the safety of the partners/ex-partners of the men in our program. Currently, we operate 16 groups per week in six different locations throughout northeastern Massachusetts. We offer daytime and evening groups, as well as groups in Spanish.

## **2) Batterers' Intervention Certification Training**

Holy Family Hospital is one of four state sites that are currently designated by the DPH as a Certification Training Facility. This designation enables us to conduct certification trainings for agencies, for individuals who wish to work within an existing certified batterer intervention program, or for those who are interested in domestic violence theory and intervention. Our certification training is a minimum of 24 hours and is conducted over three days. It is a collaborative effort involving experts from the fields of law enforcement, prosecution, probation, victim services, and batterer intervention. We offer CEU credits for social workers, and licensed mental health counselors. To date, we have trained hundreds of individuals including police officers, health care workers, protective service workers, probation officers, advocates for battered women, attorneys, clinicians in private practice, etc.

## **3) Children Who Witness Domestic Violence Programs**

In FY 2009 these programs provided group services to 130 children, and individual treatment to more than 100 children and families.

The Family Safety Project has been awarded Federal funding by the U.S. Department of Justice, ("Victim's of Crime Act 1984" and the "Violence Against Women Act"), as well as the Massachusetts Department of Children and Families, to provide both group and individual clinical services to children ages 3 to 17, who have witnessed violence in the home. Our main goal is to provide a safe, therapeutic environment to counteract the negative effects of witnessing domestic violence. We also hope to identify and decrease symptoms associated with exposure to violence in the home, as well as to provide support and advocacy for children affected by parental violence. We offer comprehensive assessment and family consultation services, as well services for non-offending parents and caretakers. Groups utilize supportive, educational and therapeutic techniques, as well as role modeling, discussions and presentations. Services are available for children residing in the Greater Lawrence area and are provided free of charge.

## **4) Consultation, Education, Outreach Staff**

Members of the Family Safety Project consult with a number of local and state agencies including, the Massachusetts Department of Children and Families, the Massachusetts Probation Department, and the Massachusetts Department of Public Health. The staff has provided training/consultation on domestic violence issues to a variety individuals and agencies on both local and national levels. The Family Safety Project was one of the founding members of the award-winning Greater Newburyport High Risk Domestic Violence Response Team. This is a collaborative effort between law enforcement, victim services and batterer intervention to increase victim safety by enhancing perpetrator monitoring and accountability.

## **5) Responsible Fatherhood Program**

The Family Safety Project has established an education program for custodial and non-custodial fathers who wish to develop better parenting skills by learning the characteristics of responsible fathering. Weekly discussion groups are based on a foundation of victim safety and cover issues such as appropriate discipline and limit setting, child development, abusive relationships, and their effects on children, etc. All program services are provided free of charge through funding provided by the Massachusetts Department of Children and Families.

## **6) Victim Services Program**

Through funding awarded by the 1984 "Victims of Crime Act" grant, the Family Safety Project offers consultation, intervention, advocacy, and referral services to victims of domestic/family violence who present for treatment at Holy Family Hospital. We also provide the same confidential advocacy services to hospital employees impacted by abuse in the home. Additionally, we provide training, consultation, and education to hospital staff to help better identify, assess and intervene with patients affected by domestic/family violence.

The following are highlights of FY 2009 community trainings and activities related to domestic violence prevention:

- Community Trainings Related to Domestic Violence Prevention.
- Training of volunteer staff of Alternative House (Lowell) on dynamics of abuse and methods of intervention (1/13/2009)
- Conducted a mother's group sponsored by Lawrence District Court Probation Department (2/26/2009)

- Training to Pro-Bono attorneys and mental health counselors on domestic violence and batterer intervention in Newburyport (3/20/2009)
- Training to MA Probation Department on batterer intervention and risk assessment tools and methods (3/26/2009)
- Training to members of Newburyport District Court on domestic violence, batterer intervention and risk assessment (4/2/2009)
- Conducted a DPH-certified Batterer Intervention program
- Certification Training in Lawrence (4/3-10-17/2009)
- North Essex Community College lecture on family violence and its impact on children in Lawrence (4/9/2009)
- Training to Southern NH Visitation Center on profile of batterers and methods of intervention (7/17/2009)
- Training to Board of Directors of Jeanne Geiger Crisis Center, Newburyport on batterer intervention and men who batter (9/21/2009)
- Training of volunteer staff of HAWC, Salem MA, on dynamics of abuse and methods of intervention (9/22/2009)
- Lecture to Greater Lawrence Exchange Club on family violence and its impact on children (9/24/2009)

The Family Safety Project operates under the direction of Doug Gaudette (978) 989-0607 ext. 12.

#### Elder Abuse Hotline

The Massachusetts Elder Abuse Hotline is a 24-hour program that serves people 60 and older throughout the entire state. The Hotline takes reports of abuse (physical, emotional/verbal, sexual, financial exploitation, caretaker neglect and self-neglect), assesses risk, and screens the cases to determine the appropriate course of action. The Hotline staff accesses emergency protective service workers across the state. In addition to taking reports of abuse and neglect, the Hotline serves as an information and referral source for calls that do not fall under the protective services jurisdiction. For FY 2009, the Hotline handled 28,875 incoming/outgoing calls and took in 3,773 reports.

#### Health and Wellness demonstrations and information

- **Women's Health Fair**, Rockingham Mall, Salem NH – information on all aspects of women's health (10/08/2008)
- **Bone & Joint health**, Rockingham Mall, Salem, NH – information on exercise, healthy bones and joints for adults and seniors (10/08/2008)

- **Women's Radio Talk Show – Suicide Prevention** (Spanish) (1/28/2009)

- **Teddy Bear Clinic**, Rockingham Mall, Salem, N.H. - offered to hundreds of families and children using teddy bears as a way of discussing asthma and diabetes issues, care and prevention (2/21/2009)

- **Substance Abuse lecture** at New Balance Co., Lawrence (5/5/2009)

- **New Balance Health Fair**, Lawrence (5/12/2009)

#### Insurance

Among vulnerable populations in our service area, those who are underinsured and uninsured are most at risk. This problem is compounded by the economic downturn, rapidly growing unemployment and home foreclosures. With the rising costs of gas and food, more and more of an individual's income is applied to basic living necessities such as food and shelter. This is exacerbated by the fact that income is not keeping up with inflation. As a result, health insurance is less of a priority and patients are not seeking necessary treatment because they cannot afford it. With this in mind, and with the passage of health care reform law in 2006, Holy Family continues to focus on enrollment and referral services for the underinsured and uninsured.

In FY 2009, 1,818 free care applications for Massachusetts patients were completed and 84% converted. For New Hampshire patients, 80 applications for free care were completed with a 19% conversion rate.

#### Senior Supper

Holy Family Hospital invites adults age 60 and older for a monthly senior supper. On average, 100 seniors attend each month. For \$5.00 per person, each senior receives a well-balanced meal and enjoys a special guest presenter or entertainment, between 3:30 p.m.- 5:30 p.m. The event provides a caring atmosphere, health education and socialization for those who attend. Calendar notices are published in local newspapers and the program is offered on the Holy Family website. Those who wish to attend may contact us on a designated telephone reservation line at 1-800-488-5959.

#### Senior Events

- **Methuen Senior Center – Kidney Screening** (11/5/2008)
- **Salem, NH Senior Health Fair** (11/19/2008)
- **Lectures** throughout the region on issues important to senior citizens.

#### Smoking Cessation Program

Our Smoking Cessation Program is an 8-week counseling session offered to individuals for an initial cost of \$25. This deposit is returned upon completion of the program. The program was offered in October-November, 2008 and February-March, 2009.

#### Spiritual Care

Daily Mass is held in the hospital chapel and attended by many community members. All are welcome. Memorial masses for families of patients who have died at Holy Family are held on the second Sunday of the month with an invitation sent out to each family. Memorial services are held in the spring for parents who have suffered the death of a child. Funeral masses (in memoriam) also are held for former patients and staff.

#### Mission Effectiveness

In the spirit of our mission-based hospital, Holy Family provided the following community services in FY 2009:

- Held a drive to benefit Neighbors In Need, which supplies food to local families
- Held a food drive to benefit the CorUnum spiritual community
- Provided 51 children of the Methuen Arlington Neighborhood Center with backpacks filled with school supplies
- Engaged in 'Mission Week' activities in the fall, 2009 by :
  - \* Hosting a lecture on 'First Aid for the Trauma Patient' with emphasis on proper care for the caregiver
  - \* Fostering a deeper interfaith connection and common spirit of collaboration and understanding by attending Communities Together Inc.' breakfast at a Methuen mosque. Connections for further collaboration (from a healthcare perspective) were established with the Islamic Academy for Peace and with the Imams of the Mosque.
  - \* Speaking to employees on the hospital's mission-centricity in the work the hospital does

- \* Honoring the founding order of Holy Family Hospital (formerly called Bon Secours) with an award ceremony celebrating the group's legacy and our continued commitment to the order's motto 'Kindly Care'

#### CPE Program

The Clinical Pastoral Education (CPE) program provides comprehensive experience in professional theological education through the practice of and reflection upon ministry. CPE helps individuals discover, develop, and deepen their sense of competence and confidence in their personal, pastoral and professional identity and roles. Eighteen students graduated from this program during FY 2009. Chaplain interns ministered at both Holy Family Hospital and Northeast Rehabilitation Hospital in Salem, NH. In addition, one chaplain intern went on ambulance runs with the Methuen Fire Department.

#### Support Groups

Holy Family Hospital staff offer a number of free support groups that are open to the public. In addition, the hospital provides local organizations with access to our facility, and offers a range of support groups:

- Diabetes (Monthly)
- Amyotrophic Lateral Sclerosis (ALS) (Monthly)
- Shelia Brodie-Zetlan Support Group (Weekly)
- Crohn's & Colitis Foundation of America (Monthly)
- Bereavement Support Group (Weekly)
- Angela Pisick Cancer Support Group (Bi-Weekly)
- SHARE – A Perinatal Loss Support Group (Monthly)
- Caregivers of the Mentally Ill
- Child Safety Support Group for children who have witnessed/experienced domestic violence

#### Transportation

Holy Family Hospital assists patients unable to provide their own transportation with rides to and from the hospital. Over \$15,884 was expended on taxi vouchers for patients without transportation in FY09.

#### Volunteer Program

Approximately 150 volunteers donate their time and service to patients and families through their participation in Holy Family's Volunteer Program. Volunteers range in age from 14-92 and offer assistance at the gift shop, information desk, emergency room reception area, cancer management, surgical day care, safe sitter, breast care center, patient advocacy, and as greeters in many other departments. In a given year, our volunteers provide more than 32,000 hours of service to Holy Family patients, families and the community.

High school students from Salem, NH's health occupation programs also gain valuable experience volunteering their time as well as getting direct insight into the medical field. Volunteers from the Andover Senior Center and Atria Marland Senior Living donate their time to knit hats, booties and mittens for newborn babies and pray shawls for our oncology patients.

Partnerships are also in place with key organizations to provide volunteer services to their students and adult members. For example, the hospital financed a \$22,000 sponsorship for four students from Notre Dame High School in Lawrence, MA, during the year. The students have a set schedule working 5 days a month (one day per week, one week on two days) in the Medical Records and Accounting departments. Other organizations we partner with include Upward Bound, Girl Scouts, Kimi Nichols Center, and American Training and Career Resources.

This year, the Director of Volunteer Services introduced a number of programs to provide enhanced service to the patients and families we care for, while also providing additional volunteer opportunities. These include:

- Greeter service
- Pet therapy program
- Email the patient
- Hospitality services

In cooperation with the managers in the Patient Advocacy and Constant Sitter programs, the Director has actively recruited and successfully placed new volunteers in each of these programs.

#### Wellness Matters

Every three months Holy Family Hospital provides 40,000 households with a complimentary 8 plus page *Wellness Matters* community newsletter, featuring valuable health information designed to increase community awareness of health issues and encourage prevention, early detection and treatment. Copies of the issues are also made available to community organizations, provided at community events and activities in which we participate, throughout the hospital and our Web site.

#### The Women's Health Center

The Women's Health Center provides pregnant women with prenatal care in a private practice setting. Patients are provided direct patient care services for prenatal and postpartum care and also for both surgical and medical gynecology. A support staff provides counseling, and preventive and educational programs, and engages in outreach efforts to the Spanish community.

## VII. Stakeholders in Community Health

In FY 2009, Holy Family established two committees that together formalize the annual Community Benefits plan, beginning with FY 2010 plan. The committees began to meet formally in the summer, 2009.

#### The Community Benefits Advisory Committee (CBAC)

The Community Benefits Advisory Committee is comprised of representatives from local health and human service agencies, and other community leaders. (*The asterisk \* denotes CBAC Co-Chair.*)

**Korey H. Antonelli, MPH**, Area Director for Health Initiative, American Cancer Society

**Michael Ball, Ph.D.**, Vice President, Academic Affairs, Merrimack College

**Dayna Brown**, Director of Community Programs, Elder Services of the Merrimack Valley

**\*Wil Carpenter**, Vice President, Sales and Service, Merrimack Valley Chamber of Commerce

**Patty Comeau, RN**, School Nurse Coordinator, Methuen Public Schools

**Elizabeth Covino**, Director of Community Relations and Development, YMCA of Greater Lawrence

**Rosann DiStefano**, Executive Director, Elder Services of the Merrimack Valley

**Amy Ewing, RN**, Public Health Nurse, Town of Methuen  
**Blanca Figueroa**, Community Executive for Cancer Control, American Cancer Society  
**Milagro Grullón**, President, Lawrence Community Connections Inc.  
**Karen Kennedy**, Community Benefits Manager, Holy Family Hospital  
**\*Corinne LaCharite**, Executive Director, Methuen Senior Activity Center  
**Vilma Lora**, Director of Women's Services, YWCA of Greater Lawrence  
**Kelly McDonald**, Hospice Liaison, HomeHealth Foundation  
**Paul Muzhuthett, MA, MSW**, Regional Director, Northeast Regional Health Office, Dept. of Public Health  
**Linda Soucy**, Director, Methuen Arlington Neighborhood, Inc.  
**Danielle Perry**, Director of Market and Public Relations, Holy Family Hospital  
**Lester P. Schindel**, President, Holy Family Hospital  
**Anthony K. Stankiewicz, Esq.**, Trustee, Holy Family Hospital

Community Benefits Hospital Leadership Team  
 The Community Benefits Hospital Leadership Team consists of the president and senior staff who oversee critical patient care services.

**Lester P. Schindel**, President, Holy Family Hospital  
**Carolyn Candiello**, Director of Quality and Safety  
**Elizabeth Cronin**, Outpatient Dietician, Diabetes Care Program  
**Cheryl Edwards, RN**, Director of Nursing Operations  
**Catherine Ferguson**, Cost and Budget Manager, Finance Dept.  
**Anna Frankenfield**, Manager of Marketing and Public Relations Dept.  
**Douglas Gaudette**, Director of the Family Safety Project  
**Suzanne Hyde, RN, BSN, OCN**, Nurse Manager and Clinical Leader, Oncology Department  
**Karen Kennedy**, Community Benefits Manager  
**Michelle Penta**, Coordinator, Children Who Witness Domestic Violence, Family Safety Project  
**Danielle Perry**, Director of Marketing and Public Relations  
**Stacey Sherman**, Director of Volunteers  
**Anthony Slabacheski**, Program Manager, Oncology Dept.  
**Eileen Soucy**, Case Manager, Case Management/Social Services Dept.  
**William Sweeney**, Director of Mission and Spiritual Care

## VIII. Next Reporting Year

In preparation for FY 2010 Community Benefits programming and during FY 2009, Holy Family Hospital strengthened its community benefit programming. The hospital conducted a formal Community Needs Assessment in 2009. This assessment will serve as the basis for establishing priorities and focused community benefits efforts beginning in FY 2010.

## IX. Community Benefit Expenditures

Estimated Total Expenditures.....FY 2009

### Community Benefits Programs

Direct expenses:.....\$553,475.00  
 Associated expenses:.....\$94,762.00  
 Other leveraged resources:.....\$133,033.00  
 Approved program budget: .....Not Specified

### Community Service Programs

Direct expenses:.....\$722,004.00  
 Associated expenses:.....0  
 Determination of Need expenditures: .....0  
 Employee volunteerism:.....\$7,982.00  
 Other leveraged resources:.....Not Specified  
 Net Charity Care:.....\$1,475,920.00  
 Corporate sponsorship:.....\$34,483.00  
 Total expenditures for FY 2009: .....\$3,021,659.00  
 Patient Care-Related Expenses  
     for FY 2009: .....\$130,511,048.00

### Additional Considerations

The major challenges facing Holy Family Hospital are similar to those facing hospitals across the country. Program needs continue to outpace financial resources. Reduction in state and federal reimbursement makes it more difficult each day to carry out our mission of caring for the poor and the underprivileged in our society.

Our first priority is the provision of appropriate, adequate and compassionate care to our acutely ill inpatients, our clinic and other outpatients. In addition, the hospital is frequently asked to provide staff to work in the community, offering services and education to senior citizens and school age children. We recognize the importance of this outreach and indeed feel that good health has a direct correlation to the amount of education patients have about disease and prevention.

In addition to all of the services that Holy Family Hospital provides to the community, the facility also provided:

- \$4,586,319 in unreimbursed Medicare Services
- \$1,641,078 in bad debt

## X. Appendix

*Lawrence, MA and Merrimack Valley Community Health Foundation\*  
(Asterisk\* denotes board membership in FY 2009)*

Andover Rotary  
American Cancer Society  
American Heart Association  
American Red Cross  
Arlington Neighborhood Center  
Boy Scouts Council  
CLASS, Inc.  
Community Action Council  
Community Caregivers/Derry  
Communities Together  
Diabetes Coalition  
Elder Services Disease Management Coalition  
Greater Lawrence Boys & Girls Club  
Greater Lawrence Community Action  
Greater Haverhill Chamber of Commerce  
Greater Newburyport High Risk DV Cases Team  
Greater Salem Chamber of Commerce  
Habitat for Humanity  
Ironstone Farm  
Latitudes Sports Club  
Lawrence-Methuen Community Coalition  
Lawrence High School  
Lawrence Rotary  
Lawrence Mayor's Health Task Force  
Merrimack Valley Chamber of Commerce  
Merrimack Valley Elder Services  
Merrimack Valley Human Resources Association  
Merrimack Valley Planning Commission  
Merrimack Valley Red Cross  
Merrimack Valley Work Force Investment Board\*  
Merrimack Valley YMCA\*  
Methuen Board of Trade

Methuen Exchange Club  
Methuen-Salem Rotary Club\*  
Methuen Senior Center  
Mother Connection\*  
North Andover United\*  
Northern Essex Community College Foundation\*  
Northern Essex Community College (NECC) HIT Program  
NECCO Intern Program  
Neighbors In Need  
New Balance  
Northeastern University Merrimack Valley HIM Group  
Notre Dame High School  
ONS Merrimack Valley  
Presentation of Mary Academy  
Target  
The Rockingham Mall  
The Tobacco Free Partnership  
Trauma Intervention Program  
United Way  
Work Opportunity Unlimited  
YWCA  
YMCA  
YMCA Women's Health Program

Section B. Community Benefits/Ambassador Events (a list of FY 2009 activities)

<b>Event Date</b>	<b>Event Offering</b>	<b>Description</b>	<b>Language</b>
10/2/2008	Health Fair	Health fair at Shaw's warehouse for 2 shifts of employees	Spanish
10/6/2008	Screening	Screening with Informational presentation 8-week Smoking Cessation Program	English
10/8/2008	Health Fair	Rockingham Mall public event	English
10/10/2008	Collection for adults with disabilities	Opportunity Works is a non profit agency that supports adults with disabilities that live in the Merrimack Valley	English
10/11/2008	Information Booth/Table	Emergency Preparedness Expo at Church of Latter Day Saints in Methuen	English
10/13-19/2008	Information Booth	Informational presentation for general public Rockingham Mall, provided information on exercising and stretching to AM mall walkers. Evening presentations on specific orthopedic-related products and procedures including lecture by 2 orthopedic surgeons.	English
Third Thursday of Every Month	Senior Supper	Monthly dinner and presentation for local senior citizens	English
11/4/2008	Informational Presentation	Presentation at Fatherhood Program - provided educational info on mental health and substance abuse at Lawrence District Court Library	English
11/5/2008	Screening with Informational Presentation	Methuen Senior Center Kidney Screening - included BP's, height, weight and measurements	English
11/5/2008	Health Fair	Health Fair at Methuen Senior Center: Diabetes Expo and Kidney Screening	English
11/8/2008	Health Fair	Health fair offered in conjunction with diabetes standards of care testing day	English
11/11/2008	Informational Presentation	Met with Main Spring Sober Shelter staff to speak about mental health, substance abuse, Holy Family Hospital services, and insurance possibilities	English
11/19/2008	Health Fair	Salem Senior Fair, Salem, NH	English
11/23/2008	Information Booth/Table	New England Healthy Recipes Book	Chinese
11/26/2008	Methuen Community Event	Volunteer at Festival of Trees	English
12/11/2008	Diabetes Lecture	Diabetes Support Group	English

12/16/2008	Organization's Meeting	Quarterly meeting regarding literacy and development in Methuen	English
12/19/2008	Blood Drive	American Red Cross Blood Drive	English
12/24/2008	Help to Poor	Prepared breakfast for residents of Lazarus House	English
1/27/2009	Educational Training	Training on Co-Occurring Disorders and referral process	English
1/28/2009	Talk Show on Mental Health	Provided education on Mental Illness and Suicide on 1490 AM radio	Spanish
1/29/2009	Informational Presentation	Diabetes Supprt Group	English
2/4/2009	Informational Presentation	Dual Diagnosis Education for student nurses	English
2/21/2009	Informational Presentation	Respiratory Therapy Smoking Cessation Asthma Education	English
2/21/2009	Good Health Demonstration	Teddy Bear Clinic at Rockingham Mall	English, Spanish, Armenian
3/3/2009	Good Health Demonstration	Reading to children as part of the Reading Across America Initiative	English, Spanish
3/5/2009	Reading for Underserved	Read Across America	English
3/24/2009	"Understanding Diabetes" Lecture	Two presentations to classes at the Methuen Adult Learning Center.	English as a second language
3/26/2009	Lecture	Diabetes Support Group "Diabetes and Surgery"	English
3/26/2009	Lecture	Diabetes Support Group	English
3/29/2009	Informational Presentation	Diabetes Support Group focusing on diabetes management pre, during, and post surgery	English
3/31/2009	Informational Presentation	Two presentations to classes at Methuen Adult Learning Center "Diabetes and Lifestyle"	English as a second language
4/20/2009	Community Road Race	Spieler Road Race, Methuen	English
4/27/2009	Screening	Free Head & Neck Cancer Screenings offered to staff and the community at large	English
4/28/2009	Community Assistance	Meeting about starting a Medical Laboratory Technician program at Northern Essex community college	English
4/30/2009	Drug Abuse/Prevention Outreach	Massachusetts Substance Abuse Prevention Task Force. Monthly meeting on preventing teenage drinking	English
4/30/2009	Screening	Free Head & Neck Cancer Screening offered to staff and the community at large	Interpreters available

5/2/2009	Health Fair	Healthy snack activity and literature display at the "Fiesta de Salud" health fair at Lawrence Senior Center sponsored by the Diabetes Today Coalition	English and Spanish
5/5/2009	Health Fair	First of a two health fairs for New Balance Company, bringing Mental Health and Substance Abuse information to their employees	Spanish
5/6/2009	Informational Presentation	Hip & Knee Replacement	English
5/12/2009	Health Fair	Second of two health fairs for the New Balance Co. Employees	Spanish
5/12/2009	Screening	Free Skin Cancer Screening offered staff and the community available	Interpreters
6/3/2009	Community Training	Clinical Instructor Meeting	English
6/4/2009	Support Group	Diabetes Support Group	English
6/5/2009	Community Support Effort	National Cancer Survivor's Day	English
6/9/2009	Informational Presentation	Hip Resurfacing	English
6/30/2009	Informational Presentation	Presentation on substance abuse for the Juvenile Diversion Program Lawrence and Haverhill Massachusetts by The Salvation Army	English
7/23/2009	Informational Presentation	Spanish diabetes support group	Spanish
9/17/2009	Screening	Free prostate screening for men 50 and older or at an increased risk for prostate cancer, offered to staff and the surrounding community available	Interpreters
9/22/2009	Screening	Free Head & Neck Cancer Screening offered to staff and the community available	Interpreters
9/24/2009	Informational presentation	Diabetes Support Group "Diabetes and Home Care Services"	English

#### **XI. Contact Information:**

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